

Enterprise Incident Report October 2011

As of 11/1/2011

Workforce Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents			
	Bottom Number - First Contact Resolution			
	High	Low	Medium	FCR Total
Workforce Services	6	1,439	9	1,454
	0	950	0	950
Customer Company Total	6	1,439	9	1,454
	0	950	0	950

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Top Number - Total Incidents			
	Bottom Number - Missed Inital Response			
	High	Low	Medium	MIR Total
Workforce Services	6	1,439	9	1,454
	0	92	1	93
Customer Company Total	6	1,439	9	1,454
	0	92	1	93

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours			
	High	Low	Medium	ATTIR Total
Workforce Services	6 0.26	1,439 2.72	9 0.31	1,454 2.70
Customer Company Total	6 0.26	1,439 2.72	9 0.31	1,454 2.70

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents			
	Bottom Number - Missed Resolution			
	High	Low	Medium	MR Total
Workforce Services	60	1,43951	92	1,45453
Customer Company Total	60	1,43951	92	1,45453

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours			
	High	Low	Medium	ATTR Total
Workforce Services	6 1.07	1,439 5.81	9 5.01	1,454 5.78
Customer Company Total	6 1.07	1,439 5.81	9 5.01	1,454 5.78

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Detail

INC000000217402	Ledia Kita Application Support - Oracle	Application Tony Hess	None Workforce Services	Medicaid Managed Care System Low	TIR Missed: Yes Resolved TTR Missed: Yes	TIR: 2159.00 TTR: 2159.00
INC000000228241	Milton Olsen Application Support - Oracle	Application Tony Hess	None Workforce Services	Medicaid Managed Care System Low	TIR Missed: Yes Resolved TTR Missed: Yes	TIR: 3.79 TTR: 2011.52
INC000000308191	Debra Mace Operations Production Control	None Duane Hardy	None Workforce Services	None Low	TIR Missed: Yes Resolved TTR Missed: Yes	TIR: 1075.46 TTR: 1076.26
INC000000340414	Susan Kirby Application Support - Oracle	Application Tony Hess	Password Workforce Services	Medicaid Managed Care System Low	TIR Missed: No Resolved TTR Missed: Yes	TIR: 0.06 TTR: 693.79
INC000000372431	Aida Moreno Metro A Desktop Support	PC/Laptop Mike Wilde	Hardware Workforce Services	None Low	TIR Missed: No Closed TTR Missed: Yes	TIR: 0.97 TTR: 78.21
INC000000372527	Nichole Pusey Network Operations	Network J. L. Flack	Error Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	TIR: 0.44 TTR: 1.60
INC000000376212	Patricia Oneil-Smith Metro A Desktop Support	Application Diane Pfeifer	Password Workforce Services	DWS Capture Low	TIR Missed: No Closed TTR Missed: No	TIR: 0.00 TTR: 0.07
INC000000378563	Vicki Giesler Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000380301	Cecilia Giron Application Services	PC/Laptop Mart Gardner	Performance Workforce Services	None Low	TIR Missed: Yes Closed TTR Missed: Yes	TIR: 70.81 TTR: 140.09
INC000000382590	Linda Wallentine Application Services	PC/Laptop Tony Larsen	Performance Workforce Services	None Low	TIR Missed: Yes Closed TTR Missed: Yes	TIR: 1.05 TTR: 107.41
INC000000383187	Dorothy Williams Metro A Help Desk	Application Ed Conrad	Error Workforce Services	DWS Web Low	TIR Missed: No Closed TTR Missed: Yes	TIR: 0.00 TTR: 156.14
INC000000385262	Felicia Kinder Voice Operations	Telecom Gail Christiansen	Call Management Workforce Services	Telephone Low	TIR Missed: Yes Closed TTR Missed: Yes	TIR: 6.19 TTR: 6.19
INC000000385604	Elizabeth Bailey-Durst Metro A Desktop Support	PC/Laptop Edward Fortner	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	TIR: 0.13 TTR: 1.78
INC000000385778	Heidi Jameson Metro A Desktop Support	Print/Copy/Scan/Fax Kraig Ellis	Incident Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000386074	Michelle Slaughter Voice Operations	Telecom Gail Christiansen	Call/Receive Workforce Services	Telephone Low	TIR Missed: No Resolved TTR Missed: No	TIR: 0.10 TTR: 3.71
INC000000387562	Rachael Licciardone Voice Operations	Telecom Gail Christiansen	Call/Receive Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	TIR: 0.43 TTR: 1.14

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INC000000388057	Janet Romo	Telecom	Call Management	Telephone		TIR Missed: No	TIR: 0.72
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.75
INC000000389112	Marion Eckersley	PC/Laptop	None	None		TIR Missed: Yes	TIR: 1.61
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.64
INC000000389387	Ann Durrant	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.67
INC000000389499	Nique Frasier	None	None	None		TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 113.59
INC000000389514	Aaron D Christensen	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.81
INC000000389578	Roman Rubalcava	None	None	None		TIR Missed: No	TIR: 0.00
	Network Operations	Jack Bridwell	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.69
INC000000389582	James Mitchell	Application	None	None		TIR Missed: No	TIR: 0.88
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.21
INC000000389760	Felicia Kinder	Telecom	Coverage Path	Telephone		TIR Missed: No	TIR: 0.16
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 8.47
INC000000390270	Jana Kano	PC/Laptop	Performance	None		TIR Missed: Yes	TIR: 1.14
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.14
INC000000390496	Rich Mackay	PC/Laptop	Performance	None		TIR Missed: Yes	TIR: 1.48
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.49
INC000000390595	Connie Dumas	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.62
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.62
INC000000390650	Jeanne McGavin	None	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000391286	Dawn Nelson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.25
INC000000391353	Connie Dumas	Application	Error	None		TIR Missed: No	TIR: 0.37
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.74
INC000000391460	Shirley Hilton	Application	Error	Utah Works		TIR Missed: Yes	TIR: 4.24
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 4.24
INC000000391484	Lindsey Johnson	Application	Error	Adobe Reader		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.42
INC000000391490	Connie Shearwood	Application	Error	Utah Works		TIR Missed: Yes	TIR: 5.55
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR: 5.61

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INC000000391498	Kristopher Dew Application Support - EREP IA	Application Jennifer Maynes	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.73 0.73
INC000000391517	Connie Shearwood Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.78 3.78
INC000000391537	Amanda Matravers Application Support - Content Man	Application Nate Olson	Error Workforce Services	DWS Capture Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.57 0.57
INC000000391603	Brian Young Metro A Desktop Support	Print/Copy/Scan/Fax Robert Wall	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.34
INC000000391611	Rebecca Murdock Metro A Help Desk	Application Cindy Schroeder	Reporting Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 0.61
INC000000391693	Andy Platt Rural South Desktop Support	PC/Laptop Meladye Shively	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391722	Jaceson Maughan Help Desk	None Brenda Treadway	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391724	Shane ODell Voice/Data/WAN Services	Wireless Connectivity Mike Johnson	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.54
INC000000391726	Michael Dillingham Metro B Desktop Support	PC/Laptop Wayne Higgs	None Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.74
INC000000391733	Roman Rubalcava Network Operations	Network Jack Bridwell	Error Workforce Services	None Medium	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391741	Illeen Beck Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391763	Lorie Davis Metro A Desktop Support	Network Robert Wall	Error Workforce Services	Novell Client for 32-bit Windows High	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.39
INC000000391770	Candace Hunter Network Operations	None Jack Bridwell	None Workforce Services	DWS Web Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.92
INC000000391775	Caralee C Crye Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.51 0.77
INC000000391781	Lance Soffe Application Support - IVR	Telecom Shad Lords	None Workforce Services	None Low	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.18 12.84
INC000000391787	Fran Cannard Voice Operations	Telecom Leon Owen	Feature Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.40
INC000000391806	Robert Moyer Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000391812	Irene Fossat Metro A Help Desk	Application Ed Conrad	Error Workforce Services	DWS Web Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.37
INC000000391828	Tiffany Whitney Help Desk	Application Vicky Marrelli	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000391842	Andy Platt Metro D Help Desk	Network Doug Brown	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391852	Cindy Bertagnolli Metro A Help Desk	PC/Laptop Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000391866	Ron Dunn Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.21
INC000000391875	Cindy Gillespie Metro B Desktop Support	PC/Laptop Wayne Higgs	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.47 6.07
INC000000391880	Tiffany Whitney Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Computerized Unemployment B Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.44 0.78
INC000000391887	Autumn Armstrong Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391891	Nune Phillips Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.71
INC000000391900	Al Contreras Rural North Desktop Support	Print/Copy/Scan/Fax Don Higgs	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.91 1.03
INC000000391904	Debra Zavala Metro B Desktop Support	PC/Laptop Wayne Higgs	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 5.91
INC000000391906	Melauni Jensen Metro A Desktop Support	PC/Laptop Robert Wall	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 5.53
INC000000391909	Lyn Frohlich Metro A Desktop Support	PC/Laptop Kraig Ellis	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 1.05
INC000000391917	Meghan Greer Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.51 0.51
INC000000391924	Tauna Woolley Voice Operations	Telecom Gail Christiansen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.03 18.69
INC000000391934	Charise Asleson Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000391944	Lonna G Wight Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	Microsoft Office Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20

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INC000000391960	Tracy Barrera	Remote Connectivity	Performance	None		TIR Missed: No	TIR: 0.00
	Network Operations	Jack Bridwell	Workforce Services	Low	Closed	TTR Missed: No	TTR: 5.89
INC000000391969	Joann Wetzel	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.11
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.53
INC000000391970	Irwin Purcell	Application	Error	Utah Works		TIR Missed: Yes	TIR: 8.73
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 8.73
INC000000391972	Valerie Seidel	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.10
INC000000391988	Kelly Green	Application	Password	PGP		TIR Missed: No	TIR: 0.11
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.45
INC000000391993	Irina Pierpont	PC/Laptop	Password	None		TIR Missed: No	TIR: 0.32
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.40
INC000000391994	Cecilia Giron	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.18
INC000000391997	Vanessa Lindquist	Application	Password	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00
	Application Support - Single Signon	Lana Larsen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000392020	Mark Allen Peterson	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.35
INC000000392032	Debbie Stavros	Remote Connectivity	Performance	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.20
INC000000392041	Doug Lusty	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.02
INC000000392048	Al Contreras	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.05
INC000000392050	Rachel Gehring	Application	None	Employee Gateway		TIR Missed: No	TIR: 0.11
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.58
INC000000392059	Deb Coffey	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.31
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.75
INC000000392073	Diane Hunter	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.06
	Application Support - Content Manag	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.06
INC000000392075	Jimmy Smith	Application	Error	Adobe Reader		TIR Missed: No	TIR: 0.13
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 5.65
INC000000392100	Tracy Barrera	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Network Operations	Jack Bridwell	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.27

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INC000000392102	Dawn Steinike Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000392123	Tanner Jensen Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000392137	Jeff Shockley Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell Messenger Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.80
INC000000392141	Kaylee Ashdown Metro B Desktop Support	PC/Laptop Wayne Higgs	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 2.40
INC000000392146	Lisa Ward Rural Central Desktop Support	Network Paul Petersen	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 2.83
INC000000392149	Fran Cannard Help Desk	Telecom Brenda Treadway	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.29 TTR: 0.29
INC000000392152	Alexia Murphy Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000392159	Leslie Henderson Metro A Desktop Support	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 1.76
INC000000392161	Dawn Steinike Application Services	Network Tony Larsen	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: Yes	TIR: 0.00 TTR: 11.90
INC000000392163	Trish West Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: Yes TTR Missed: Yes	TIR: 84.15 TTR: 84.15
INC000000392166	Lisa C Peterson Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000392167	Fran Cannard Voice Operations	Telecom Romanza Hamblin	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.11 TTR: 0.11
INC000000392168	Leonardo A Gramajo Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000392171	Gilberto Vigil Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000392172	Sherry Bird Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000392174	Lea Betty Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000392175	Mary Zorn Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00

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INC000000392176	Doralie Gale Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000392177	Veronica Wian Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000392178	Elizabeth Fitzpatrick Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000392179	Rocio Feliz Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000392180	James McCoy Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000392183	Shauna Vigil Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000392185	Cindy Bertagnolli Application Support - Content Manag	None Randall Ottesen	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.07
INC000000392187	Paula Johns Metro A Help Desk	Application Cindy Schroeder	Reporting Workforce Services	Medicaid Managed Care System Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 1.35
INC000000392188	Kasia Tuaitanu Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000392189	Cindy Bertagnolli Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000392191	Dale Hutchings Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000392192	Lori Montague Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000392194	Cristina Hight Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000392206	Penny Stevens Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000392222	Cindy Bertagnolli Metro A Help Desk	None Cindy Schroeder	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.46
INC000000392223	Stephen Manzione Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000392230	Maritza Rojas-Erickson Metro A Hosting	None Tom Carney	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.33

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INC000000392232	Nichole Pusey Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000392235	Jennifer Doxey Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.17
INC000000392239	Karissa Vallejo Metro A Hosting	None Tom Carney	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392241	Tawnia Page Metro A Help Desk	Application Ed Conrad	Password Workforce Services	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000392242	Linda Lundberg Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
INC000000392245	Tracy Barrera Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000392247	De Ette Richards Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392249	Chuck Curtin Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.18
INC000000392266	Lyn Frohlich Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000392275	Cindy Adams Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392277	Debbie Sparks Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392280	Muris Prses Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392284	Tawnia Page Metro A Help Desk	PC/Laptop Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392299	Dallen Adams Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392300	Laura Carter Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392304	Cindy Adams Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392305	Dawn Nelson Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13

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INC000000392306	Rachelle Rypien-Walker	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000392308	Jessica Balls	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000392310	Jefferson McClellan	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000392313	Annamarie Collins	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.01
INC000000392324	Lauren Barker	None	None	None		TIR Missed: No	TIR: 0.18
	Application Support - Content Man	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.18
INC000000392340	Andrea Henderson	Application	Error	Utah Works		TIR Missed: Yes	TIR: 1.50
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.50
INC000000392352	Connie Shearwood	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR: 0.00
	Application Support - Content Man	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	TTR: 5.70
INC000000392353	Darrell Wilson	Telecom	Voice Mail	None		TIR Missed: No	TIR: 0.35
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.46
INC000000392357	Pat Paulson	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.25
INC000000392372	Terry Lisonbee	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000392377	Dawn Steinike	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.41
INC000000392379	Zenaida Martinez	Application	Error	Utah Works		TIR Missed: No	TIR: 0.62
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.62
INC000000392381	Gary Kimber	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.52
INC000000392383	Chris Williams	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000392384	Jocelyn Juber	Application	Error	Utah Works		TIR Missed: No	TIR: 0.68
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.68
INC000000392385	Chris Williams	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000392386	Chris Williams	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000392388	Chris Williams	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000392389	Chris Williams	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000392391	Chris Williams	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000392403	Ivanova Fuller	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.68
INC000000392405	Dallen Adams	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000392416	Anne Gilbert	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.21
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 5.17
INC000000392429	Gary Kimber	Network	None	None		TIR Missed: No	TIR: 0.07
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.45
INC000000392440	Lonny Marchbanks	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.02
INC000000392466	Connie Smith	None	None	None		TIR Missed: No	TIR: 0.03
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000392473	Melinda Parkin	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	TIR: 0.21
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: Yes	TTR: 9.63
INC000000392483	Kathy Hayden	Application	Error	Novell Messenger		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000392486	Susana Acero	Application	Error	DWS Intranet		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.04
INC000000392505	Debra Zavala	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.25
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.25
INC000000392515	Karen Quackenbush	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.28
INC000000392537	Lisa Ward	Telecom	None	None		TIR Missed: No	TIR: 0.28
	Voice/Data/WAN Services	Mark Thomas	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.28
INC000000392547	Angela Madsen	Telecom	Dial Tone	None		TIR Missed: No	TIR: 0.21
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.63
INC000000392586	Connie Smith	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.27

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INC000000392588	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392589	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392591	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392594	Nancy Sanders Metro B Desktop Support	None Wayne Higgs	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
INC000000392596	Kathy Randle Metro B Desktop Support	Application Wayne Higgs	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.77
INC000000392612	Maynee Vongphamany Metro B Desktop Support	Network Wayne Higgs	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.69
INC000000392620	Kathy Pugliese Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392626	Mellanie Ramos Metro D Help Desk	None Jed Patrick	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392652	Kathy Randle Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392698	Joseph Mitchell Application Support - Content Management	Print/Copy/Scan/Fax Randall Ottesen	Incident Workforce Services	DWS Capture Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392700	Candice Goodwin Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392712	Lori Mair Network Operations	Network Jack Bridwell	Performance Workforce Services	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000392714	Dave Herrera Network Operations	Network Brant Davis	Performance Workforce Services	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.80 0.80
INC000000392715	Laurie Wittwer Application Support - Content Management	Application Randall Ottesen	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392718	Pam Malone Metro A Desktop Support	PC/Laptop Robert Wall	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.89
INC000000392730	Sheryl Nisely Network Operations	Network Jack Bridwell	Performance Workforce Services	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392748	Kaylee Ashdown Metro B Desktop Support	Network Wayne Higgs	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.44

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INC000000392754	Michelle Slaughter Metro A Help Desk	Network Ed Conrad	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392761	Gachi Guet Application Support - Content Man	Application Nate Olson	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.73 0.73
INC000000392765	Gerald Gappmayer Rural Central Desktop Support	Wireless Connectivity Paul Petersen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.93
INC000000392776	Joy Majors Network Operations	Network Jack Bridwell	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000392779	THOMAS MESSENGER Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.15
INC000000392782	Shauna Vigil Network Operations	Network Jack Bridwell	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000392802	Maryana Valles Metro A Desktop Support	Application Adam Staks	Error Workforce Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.59
INC000000392804	Worthy Glover Jr Network Operations	Network Jack Bridwell	Error Workforce Services	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.45
INC000000392816	Ann Padlo Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.27
INC000000392823	Jerry Norton Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.37
INC000000392828	Tawnia Page Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.27
INC000000392839	Jared Fowers Rural North Desktop Support	Network Ruston McKay	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000392846	Kathleen Leiker Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000392853	Rod Jensen Metro A Desktop Support	PC/Laptop James Kammeyer	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.60 1.56
INC000000392856	Sonia Ayala Rural North Desktop Support	Network Steven Haderlie	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.46 0.46
INC000000392863	Nique Frasier Rural North Desktop Support	Network Neil Smedley	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.81
INC000000392867	Nune Phillips Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000392880	Connie Smith	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.71
INC000000392881	Eden Johnson	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.19
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.35
INC000000392903	Jenifer Roylance-Franco	Network	Error	Active Directory		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.34
INC000000392909	Michael Barrett	Network	Incident	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000392914	Jenny Sweetland	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.08
INC000000392925	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000392970	Michael Barrett	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.16
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.44
INC000000392980	Rebecca Murdock	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.30
INC000000392999	Michelle Deprizio	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.18
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.50
INC000000393012	Michael Hanley	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000393020	Mary Zorn	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed:	No	TIR:	0.15
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	3.36
INC000000393023	Jonathan Mathews	Application	Password	DWS Intranet		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000393024	Debra Warrington	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed:	No	TIR:	0.11
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	26.53
INC000000393030	Carmen Bento	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.23
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.23
INC000000393031	Nobilee Hutchinson	Application	Error	Utah Electronic Resource and E		TIR Missed:	Yes	TIR:	76.39
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	76.39
INC000000393033	Rebecca Weston	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000393039	Lori Montague	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP	None	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	

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INC000000393053	Happi Hansen	Application	Error	None		TIR Missed: No	TIR: 0.35
	Application Support - Single Signon	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.35
INC000000393063	Katherine Abel	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000393064	Iris Pruneda	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000393067	Susan Weaver-Levelt	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000393069	Karen Conley	Application	Error	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00
	Application Support - EREP	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000393073	Lora Braden	None	None	None		TIR Missed: Yes	TIR: 1.22
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.22
INC000000393114	Alan Holbrook	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	TTR: 4.16
INC000000393125	Jaimie Druk	Application	Error	None		TIR Missed: No	TIR: 0.25
	Application Support - CATS IV	Janice Folsom	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.96
INC000000393150	Helen Hadad	None	None	None		TIR Missed: No	TIR: 0.31
	Application Support - Content Manag	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.31
INC000000393152	William Greer	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.10
INC000000393155	Robyn Thomas	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000393178	Keith Frank	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000393186	Janeal Dugmore	PC/Laptop	Password	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000393201	Jeff Godfrey	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000393204	Cindy Arndt	None	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000393226	Pat Paulson	Application	Error	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.76
INC000000393241	Gary Newren	Application	Error	Utah Works		TIR Missed: Yes	TIR: 4.09
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	TTR: 4.20

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INC000000393253	Charles Amonett	Application	Reporting	None		TIR Missed:	No	TIR:	0.24
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.81
INC000000393269	Molly Morehouse	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.19
INC000000393277	David Chatterley	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.65
INC000000393283	Nune Phillips	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	2.69
INC000000393328	Lora Wirthlin	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000393329	Jill Black	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000393344	Janene Pearce	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.25
INC000000393347	Kris Springer	Network	Error	DWS Web		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000393366	David Chatterley	Network	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.00
INC000000393372	Julie Allen	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000393381	Sonia Ayala	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000393438	Leigh Page	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.17
INC000000393440	Freddie Ann Stevenson	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000393464	Ben Gardiner	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.42
INC000000393467	Rebecca Murdock	Application	None	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.37
INC000000393469	Maritza Rojas-Erickson	Remote Connectivity	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.04
INC000000393485	Jenny Barrow	Network	Error	Citrix ICA Client		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.15

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INC000000393512	Margo Weeks	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000393513	Mike Rice	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.48
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.48
INC000000393527	Laurie Johnson	None	None	None	TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000393532	Shelly Riggs	Application	None	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000393566	Scott Johnson	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000393567	Jared Chamberlain	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000393568	Jared Chamberlain	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000393569	Rod Barlow	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000393570	Dyann Smoot	Application	Error	Microsoft Word	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000393578	Dyanna Butterworth	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000393584	Sharon Holmes	Application	Error	Utah Electronic Resource and E	TIR Missed: No	TIR: 0.42
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.42
INC000000393594	Nicole Kerwood	Remote Connectivity	Performance	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000393596	Scott L Tanner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000393604	Michael Pinegar	Application	Password	Utah Master Directory	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.00
INC000000393638	Rebecca Banner	Application	Error	M86	TIR Missed: No	TIR: 0.26
	Security	Bart Grant	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.36
INC000000393640	Ashley Nielsen	Application	Error	Utah Works	TIR Missed: Yes	TIR: 2.36
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Closed	TTR Missed: No	TTR: 2.36
INC000000393644	Lynn Thomas	None	None	None	TIR Missed: No	TIR: 0.46
	Metro A Hosting	Chris Kunde	Workforce Services	Low Closed	TTR Missed: No	TTR: 0.46

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INC000000393704	Ivan Oakeson Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 2.75
INC000000393716	Mary Ann Lawson Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000393727	Irina Pierpont Metro A Desktop Support	Network Adam Staks	Password Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 3.22
INC000000393739	Seth Whitmill Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000393750	Glenda Snodgrass Rural North Desktop Support	PC/Laptop Neil Smedley	Performance Workforce Services	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	TIR: 0.07 TTR: 0.07
INC000000393755	Joe Edman Rural Central Desktop Support	PC/Laptop Todd Hardy	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.02
INC000000393757	Kirsten Martin Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.01
INC000000393776	Felicia Kinder Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	TIR Missed: Yes TTR Missed: No	TIR: 3.21 TTR: 3.21
INC000000393795	Lidya Hardy Metro A Desktop Support	Print/Copy/Scan/Fax Adam Staks	Error Code Workforce Services	DWS Capture Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 5.68
INC000000393815	Jodie Ward Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.94
INC000000393821	Genevieve Messier Metro A Help Desk	PC/Laptop Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000393832	Brooke Coster Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.15
INC000000393851	Stephen Manzione Metro A Help Desk	Application Liz Evans	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.86
INC000000393860	Teri Nolen Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: 0.15 TTR: 0.20
INC000000393863	Dawn Steinike Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000393870	Stephen Manzione Metro A Help Desk	Application Liz Evans	Error Workforce Services	eFIND/eSHARE Low	TIR Missed: No TTR Missed: No	TIR: 0.03 TTR: 0.65
INC000000393872	Geri Gamber Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Master Directory Low	TIR Missed: No TTR Missed: No	TIR: 0.12 TTR: 0.67

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INC000000393874	Mary Pannunzio	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000393886	Lorie Davis	None	None	None		TIR Missed: No	TIR: 0.37
	Application Services	Dustin Crump	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.00
INC000000393891	Cecilia Giron	Application	Error	None		TIR Missed: No	TIR: 0.00
	Application Support - Single Signon	Lana Larsen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000393910	Devin Shipp	Application	Error	Utah Works		TIR Missed: Yes	TIR: 1.79
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.79
INC000000393921	Shawn Mansell	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	None	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000393928	Connie Grace	Network	Error	DWS Web		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.19
INC000000393932	Nan Powell	Application	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000393936	Luz Hinostroza	Application	Error	Computerized Unemployment B		TIR Missed: Yes	TIR: 1.34
	Application Support - CUBS	Rick Kowalczyk	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.34
INC000000393945	Gerald Gappmayer	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000393952	Jana Nell	Application	Reporting	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Closed	TTR Missed: No	TTR: 5.65
INC000000393984	Mary Jayne Richins	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000393986	Matthew Jacobsen	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.23
INC000000393992	Greg Paras	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000394003	Teresa Fulton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.53
INC000000394016	Delana White	Application	Reporting	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000394019	Matthew Jacobsen	Application	Password	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000394021	Jennifer Domenici	PC/Laptop	None	None		TIR Missed: No	TIR: 0.29
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.64

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INC000000394033	Dimang Chao	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000394047	David Chatterley	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support - Single Signon	Lori Newren	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000394058	Connie Smith	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	4.61
INC000000394089	Aida Moreno	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000394090	Lyle Ward	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000394092	Gerald Gappmayer	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000394093	Gerald Gappmayer	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000394096	Gerald Gappmayer	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000394098	Shirley Hilton	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000394105	Kim Williams	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000394133	Debra Slotboom	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000394139	Erin Robinson	Network	Password	DWS Web		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.10
INC000000394142	Linda Wirtjes	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.10
INC000000394157	Kim Hathaway	Application	Error	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.42
INC000000394159	Bret Lucas	None	None	PGP		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000394180	Jennifer Owens	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000394182	Connie I Fowler	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000394252	Marta Polanco	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000394254	Sandra Pyper	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000394256	Krzysztof Barchanski	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000394292	Rebecca Farnsworth	Application	Error	Utah Works		TIR Missed: No	TIR: 0.20
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.20
INC000000394300	Michele Cuburu	Application	Error	Utah Works		TIR Missed: Yes	TIR: 1.41
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.41
INC000000394302	Bret Lucas	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000394352	Shawn Jolley	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000394362	Chuck Curtin	Application	Password	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000394374	Erin Robinson	Network	Password	None		TIR Missed: No	TIR: 0.11
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.11
INC000000394388	Shirley Renz	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.09
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.09
INC000000394396	Wendy Rosenthal	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000394400	Illeen Beck	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.01
INC000000394480	Denise Clegg	Remote Connectivity	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000394485	Victor Angeles	None	None	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 3.77
INC000000394491	Rebecca Weston	Remote Connectivity	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000394499	Melanie Reese	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000394519	Dennie Tsuya	Server	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000394542	Debra Nordfelt Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000394547	Melody Farnsworth Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000394554	Kimberly Reyburn Metro A Desktop Support	PC/Laptop Nancy Hachmeister	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.42 TTR: 0.42
INC000000394559	Melody Farnsworth Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000394580	Nancy Durrant Metro A Hosting	Network Tom Carney	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.20 TTR: 0.44
INC000000394588	Melissa Daymont Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.16
INC000000394598	Yvonne Krause Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.19
INC000000394622	Connie Green Metro A Hosting	Network Tom Carney	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.23
INC000000394623	KENNY HICKEN Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.02
INC000000394630	Cory Casaril Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.14 TTR: 0.14
INC000000394637	Isabel Souza Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000394645	Melauni Jensen Metro A Help Desk	Network Cindy Schroeder	None Workforce Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	TIR: 0.24 TTR: 1.49
INC000000394647	Stella Lenzen Operations Production Control	Application Duane Hardy	Error Workforce Services	Content Manager Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.70
INC000000394669	Minka Tasevac Metro A Desktop Support	None Nancy Hachmeister	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000394680	Michele Cuburu Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	TIR Missed: Yes TTR Missed: No	TIR: 5.17 TTR: 5.17
INC000000394700	Dennie Tsuya Network Operations	Network Brian Chatwin	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.42
INC000000394708	Trudy Ellis Application Support - Data Warehouse	None Trent Ady	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.19 TTR: 0.19

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INC000000394720	Mary Jayne Richins Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000394743	Lyle Ward Rural North Desktop Support	Network Don Higgs	Error Workforce Services	Novell eDirectory Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.35
INC000000394758	Jared Fowers Rural North Desktop Support	Hardware Don Higgs	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.27
INC000000394760	Nune Phillips Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000394761	Bret Lucas Rural North Desktop Support	Hardware Don Higgs	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.32
INC000000394762	Bret Lucas Rural North Desktop Support	Hardware Don Higgs	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.93
INC000000394766	David Busk Voice Operations	Telecom Romanza Hamblin	Feature Workforce Services	Telephone Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 0.92
INC000000394773	Carmen Bento Application Support - EFIND	Application Anhkim Le	Error Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.40
INC000000394792	Nune Phillips Capitol Hosting	Application Curtis Parker	Password Workforce Services	Utah Master Directory Low Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.60 123.28
INC000000394799	Sharon Peake Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000394869	Karen Quackenbush Operations Production Control	None Christie Burnham	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000394872	June Conn-Solomon Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Microsoft Excel Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000394902	Laurina Schouten Application Support - EREP IA	Application Jennifer Maynes	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.22
INC000000394914	Cindi Nay Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000394935	Tricia Cox Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.39
INC000000394951	Kasandra Asay Metro A Help Desk	Application Liz Evans	Password Workforce Services	Utah Master Directory Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.78 1.17
INC000000394953	Dana Knold Voice/Data/WAN Services	Telecom Mark Thomas	CrossTalk/Noise/Static Workforce Services	Telephone Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.23

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INC000000394954	Penni Dehaan Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000394962	June Bradfield Rural North Desktop Support	PC/Laptop Kim Ratushniak	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.34
INC000000394972	Melanie Reese Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000394975	Donald Senter Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000394990	Connie Dumas Metro A Hosting	Network Tom Carney	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 0.52
INC000000394991	Dora Ward Rural South Desktop Support	Application Lance Nay	Reporting Workforce Services	Microsoft Office Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000394995	Heather Shuman Voice Operations	Telecom Britany Finlay	Call Management Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 1.64
INC000000395009	Koral Vasquez Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395011	Melanie M Hales Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395013	Rebecca Sangberg Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395035	Beckie Turner Rural Central Desktop Support	PC/Laptop Ron LeBaron	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.78 2.57
INC000000395044	Rebecca Banner Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395064	Mary Pannunzio Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395067	Wendy L Smith Metro B Desktop Support	None Wayne Higgs	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.81
INC000000395079	Mary Pannunzio Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395094	Debbie Sparks Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395095	Angela Madsen Metro A Help Desk	Network Liz Evans	Incident Workforce Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000395124	Lisa Vongthongchit Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.11 3.11
INC000000395134	Jonathan R Fatz Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000395138	Rachael Licciardone Voice Operations	Telecom Romanza Hamblin	Call Management Workforce Services	Telephone High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.10
INC000000395160	Lance Soffe Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395187	Molly Morehouse Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395192	Lyle Ward Rural North Desktop Support	None Steven Haderlie	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395241	Lance Soffe Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395242	Lance Soffe Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395244	Lance Soffe Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395245	Lance Soffe Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395246	Lance Soffe Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395248	Lance Soffe Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395250	Lance Soffe Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395251	Lance Soffe Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395301	Debbie Stavros Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395316	Amanda Matravers Metro A Help Desk	Network Cindy Schroeder	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000395317	Tina Kappos Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000395318	Janean Justham Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395319	Joe Coccimiglio Operations Production Control	Application Duane Hardy	Password Workforce Services	Utah Criminal Justice Informatio Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.69
INC000000395324	Kristy Callich Metro A Desktop Support	Network Robert Wall	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.39
INC000000395336	Robert Ferreira Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.58 1.58
INC000000395346	Denice Springer Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395349	Nune Phillips Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395350	Shannon Charlson Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000395353	Jackie Christensen Operations Production Control	None Duane Hardy	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395357	Paula Lange Operations Production Control	None Duane Hardy	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395383	Jackie Christensen Rural Central Desktop Support	Application Rod Montoya	Password Workforce Services	Novell Messenger Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000395407	Kiersten Nielsen Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.54 2.54
INC000000395439	Christine Mayne Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.47
INC000000395448	Michele Cuburu Application Support - UWORKS	Application Eric Strong	Reporting Workforce Services	Utah Works Low Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.78 1.78
INC000000395475	Rebecca Farnsworth Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.53 1.53
INC000000395488	Shonie Barker Operations Production Control	None Duane Hardy	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395496	My Tran Metro A Desktop Support	None Nancy Hachmeister	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000395553	Norman Nakamura Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Employee Gateway Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04

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INC000000395580	Cecilia Giron	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000395592	Candace Hunter	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.59
INC000000395646	Sharla Anderson	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000395666	Mimose Montes	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000395680	Cookie Chappell	Telecom	None	None		TIR Missed:	No	TIR:	0.14
	Voice Operations	Lois Schow	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.21
INC000000395749	Samuel Hendricksen	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000395781	Josie Clark	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000395809	Janet Beasley	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.00
	Application Support - Single Signon	Lori Newren	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.91
INC000000395933	Jennifer Doxey	PC/Laptop	Password	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000395934	Esther Lopez	Application	Password	Active Directory		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000395942	Robyn Thomas	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000395950	Jackie McAtee	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000395955	Ann Durrant	Application	Reporting	Cisco AnyConnect VPN Client		TIR Missed:	No	TIR:	0.00
	Network Operations	Jack Bridwell	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.17
INC000000395959	Crystal Beck	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.89
INC000000395963	Gene Applonie	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000395965	Candace Hunter	Network	Error	None		TIR Missed:	No	TIR:	0.00
	Network Operations	Jack Bridwell	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.03
INC000000395981	Jolie Bevers	Network	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000396002	Chelsey Merchant Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000396006	Betty J Cox Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000396038	Paula Story Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: 0.22 TTR: 0.22
INC000000396048	Rachel Gehring Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000396074	Andrew Smart Help Desk	Application Brenda Treadway	Error Workforce Services	Utah Master Directory Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000396088	Lien Le Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	TIR Missed: Yes TTR Missed: No	TIR: 1.37 TTR: 1.37
INC000000396095	Debbie Sheldon Rural North Desktop Support	PC/Laptop Ruston McKay	None Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: 0.64 TTR: 5.36
INC000000396096	Gene Applonie Metro A Help Desk	Application Liz Evans	Password Workforce Services	Contributions Automated Tax Sy Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.21
INC000000396105	Esther Lopez Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000396119	Alexia Murphy Metro A Help Desk	Network Cindy Schroeder	None Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.11
INC000000396121	Tina Dunyon Metro A Desktop Support	Wireless Connectivity Edward Fortner	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.37 TTR: 1.06
INC000000396134	Cyndy McKenzie Rural North Desktop Support	Network Neil Smedley	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.44 TTR: 0.44
INC000000396143	Heather Sawley Metro A Help Desk	Telecom Cindy Schroeder	Call/Receive Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 1.31
INC000000396150	Chris Holman Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.15
INC000000396158	Karen Guymon Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: 0.08 TTR: 0.33
INC000000396163	Tom Olsen Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000396165	Graham Murphy Help Desk	None Vicky Marrelli	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.42 TTR: 1.29

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INC000000396166	Bonnie L Kelsey	Telecom	Call/Receive	None		TIR Missed: No	TIR: 0.13
	Voice Operations	Gail Christiansen	Workforce Services	Medium	Closed	TTR Missed: No	TTR: 0.44
INC000000396167	Tami Huntington	PC/Laptop	None	None		TIR Missed: No	TIR: 0.15
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.16
INC000000396194	Heather Simonson	Application	Error	Microsoft Word		TIR Missed: Yes	TIR: 1.44
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.44
INC000000396197	Joann Wetzel	Telecom	Call/Receive	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000396206	Jerry Pruitt	Telecom	Call/Receive	None		TIR Missed: No	TIR: 0.50
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.50
INC000000396216	Amy Harris	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Application Support - Thin Client	Bonnie Snider	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.72
INC000000396225	Lien Ly	Telecom	Call/Receive	None		TIR Missed: No	TIR: 0.00
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000396230	Brittney M Woodland	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000396240	Edina Cesko-Wilson	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000396241	Melinda Adams	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.55
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.67
INC000000396255	Dusty Burchett	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.10
INC000000396266	Brent Newren	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.10
INC000000396276	Kevin Shingleton	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.49
INC000000396277	Janet Jolley	Application	Reporting	Smart Shield		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.06
INC000000396295	Audrey M Curtis	Telecom	Call/Receive	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.02
INC000000396311	Robert Chambers	Telecom	Call/Receive	None		TIR Missed: No	TIR: 0.00
	Voice Operations	Gail Christiansen	Workforce Services	Medium	Closed	TTR Missed: No	TTR: 0.00
INC000000396315	Dennis Canning	Telecom	Call/Receive	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000396337	John Olson	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000396338	Shirley Hilton	Network	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.22
INC000000396345	Kathy Link	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000396348	Pamela Werner	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000396350	LeAnn Hatfield	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000396356	Tricia Cox	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000396371	Melissa Beagley	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000396378	Neil Rollins	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000396382	Susan Etzel	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.15
INC000000396394	Rosa Jimenez	Application	Password	Novell GroupWise		TIR Missed: No	TIR: 0.11
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.25
INC000000396395	Susan Etzel	Network	Password	None		TIR Missed: No	TIR: 0.16
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.16
INC000000396444	Kathy Lahey	Application	Password	Kofax ImageControls		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000396452	Beckie Turner	Application	Error	Content Manager		TIR Missed: No	TIR: 0.34
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.34
INC000000396481	Angela A Hansen	None	None	None		TIR Missed: No	TIR: 0.00
	Network Operations	Jack Bridwell	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.41
INC000000396485	Sylvia Pineda	None	None	None		TIR Missed: No	TIR: 0.12
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	TTR: 2.89
INC000000396508	Jacqueline Gene	Application	Reporting	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.08
INC000000396536	Muris Prses	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000396542	Lisa Roman	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.19
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.19
INC000000396548	Phay Panh	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000396558	Tracy Schroeder	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000396580	Bill Starks	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000396590	Tricia Mecham	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000396594	Shallen Kimber	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	
INC000000396607	June Bradfield	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000396619	Elizabeth Shelton	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.12
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.17
INC000000396640	Robert Gilbert	Telecom	None	None		TIR Missed:	No	TIR:	0.65
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.35
INC000000396649	Stephen Lisonbee	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000396652	Muris Prses	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000396653	Lyle Ward	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000396655	Melissa Presley	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000396675	Jamie Escobia	Application	Reporting	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.07
INC000000396679	Melissa Beagley	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	1.56
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.56
INC000000396694	Charise Asleson	None	None	None		TIR Missed:	No	TIR:	0.10
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.71
INC000000396706	Brenda Duvall	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000396708	Lanelle Windley Metro A Desktop Support	Application Mike Wilde	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.13 1.13
INC000000396710	Mary Pannunzio Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000396751	Debbie Sparks Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000396752	Stephen Lisonbee Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000396761	Tanya Wilson Rural Central Desktop Support	None Paul Petersen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.28
INC000000396798	Lucretia McQueen Help Desk	Application James Stearns	Password Workforce Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000396811	Barbara Garcia Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000396839	Gina Boren Metro B Desktop Support	PC/Laptop Wayne Higgs	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.32 6.76
INC000000396846	Ann Durrant Metro A Help Desk	PC/Laptop Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000396851	Vanessa Lindquist Metro A Desktop Support	Network Rodney Austin	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.98
INC000000396877	Jody Sillitoe Metro A Help Desk	Network Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
INC000000396883	Chelsey Merchant Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
INC000000396900	Linetta Moyes Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000396903	LaDawn McPherson Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
INC000000396913	Mariessa Turner Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000396916	Gerald Gappmayer Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.11
INC000000396953	Jillian Watkins Metro B Desktop Support	PC/Laptop Wayne Higgs	Hardware Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.10 5.90

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INC000000396958	Penney Chipp Rural Central Desktop Support	None Ron LeBaron	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000396991	Amber Jackson Metro D Help Desk	None Jed Patrick	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000396992	Gerald Gappmayer Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.26
INC000000396994	Phay Panh Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397001	Michael Barrett Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	7.65 7.65
INC000000397018	Candace Rockwell Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397022	Emily Keller Metro B Desktop Support	Application Wayne Higgs	None Workforce Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.24
INC000000397065	Lorie Davis Application Services	None Tony Larsen	None Workforce Services	None Medium	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.68 18.74
INC000000397065	Lorie Davis Application Services	None Tony Larsen	None Workforce Services	None Medium	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 18.74
INC000000397077	Esther Lopez Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	DWS Intranet Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397081	Sheila Sarten Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000397104	Tawnia Page Operations Production Control	Application Duane Hardy	Error Workforce Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.67
INC000000397105	Reese Cooper Metro B Desktop Support	Wireless Connectivity Michael Barth	Performance Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.56 5.84
INC000000397114	Chuck Curtin Metro A Help Desk	Print/Copy/Scan/Fax Ed Conrad	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.37
INC000000397144	Cathy Bell Rural South Desktop Support	Application Lance Nay	Error Workforce Services	Microsoft Office Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397163	Vicki Fenton Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Microsoft Office Professional 20 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000397174	Gloria Archuletta Metro A Help Desk	Application Liz Evans	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13

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INC000000397188	Tom Olsen	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000397195	Mary Pannunzio	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000397196	Lani Wilson-Klingsporn	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Nancy Hachmeister	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	1.75
INC000000397222	Scott Johnson	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.06
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.06
INC000000397236	Holly Tanner	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000397244	Delana White	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.11
INC000000397248	Scott Johnson	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.11
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.11
INC000000397264	Sherri Valenti	Telecom	None	None		TIR Missed:	No	TIR:	0.88
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.88
INC000000397273	Tonette Shurtz	Application	Error	Active Directory		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.24
INC000000397294	Cindy Bertagnolli	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000397311	Carrie Papworth	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support - Thin Client	Janis Race-Bigelow	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.04
INC000000397336	Karen Thomas	Mobile Devices	None	None		TIR Missed:	No	TIR:	0.10
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.28
INC000000397344	Brittney Hemingway	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	9.74
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed:	Yes	TTR:	9.90
INC000000397352	Dustin Townsend	Application	Error	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.09
INC000000397358	Daniel Felts	Application	Reporting	Microsoft Word		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.05
INC000000397388	Shane Otvos	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.05
INC000000397397	Brittney M Woodland	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.48
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed:	No	TTR:	0.48

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INC000000397407	Betty J Cox Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397425	Joyce Burningham Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000397488	Rod Jensen Metro A Help Desk	Network Ed Conrad	Error Workforce Services	DWS Web Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.58
INC000000397498	Jon Romero Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397504	Debbie Garretson Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397511	Dan Hooten Metro A Desktop Support	None Nancy Hachmeister	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397516	Pat Paulson Rural Central Desktop Support	Application Todd Hardy	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.78
INC000000397555	Vickie Tiley Rural South Desktop Support	None Doug Thornton	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397558	Lynn Thomas Voice Operations	Telecom Kelly Johnson	Call/Receive Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.24
INC000000397637	Veronica M Valadez Metro C Help Desk	None Ross Owen	None Workforce Services	eFIND/eSHARE Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397670	Vivian Holmes Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.32
INC000000397671	Levi Bohon Metro B Desktop Support	Print/Copy/Scan/Fax Wayne Higgs	Incident Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397688	John Talcott Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397693	Connie Grace Metro A Help Desk	Network Ed Conrad	Error Workforce Services	DWS Web Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397694	Betty Betham Metro A Help Desk	PC/Laptop Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.30
INC000000397700	Jenny Benson Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.35
INC000000397705	Connie I Fowler Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000397708	Jeanne Moore Metro A Help Desk	Network Ed Conrad	Error Workforce Services	DWS Web Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397709	Justin Fowers Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397714	Trudy Ellis Application Support - Thin Client	Application Janis Race-Bigelow	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.54
INC000000397720	Mary Jayne Richins Rural South Desktop Support	Print/Copy/Scan/Fax Doug Chaston	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397722	Aniara Shields Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.19
INC000000397724	Michelle Bristol Help Desk	Network Brenda Treadway	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397749	Jodie Ward Application Support - Content Management	Application Randall Ottesen	Reporting Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.80
INC000000397750	Brenda Duvall Metro A Desktop Support	Network Tracy VanderVaart	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000397754	Alexia Murphy Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397770	Ali Rasheed Operations Production Control	Application Duane Hardy	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.16
INC000000397773	Shane Young Metro A Desktop Support	Network Adam Staks	Error Workforce Services	DWS Web Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.28
INC000000397774	Brian Young Metro A Desktop Support	Application Mike Wilde	Password Workforce Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.62
INC000000397783	Sherri Valenti Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Employee Gateway Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000397791	Stacy Anderson Rural South Desktop Support	None Julie Christensen	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.19
INC000000397796	Shawn Mansell Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000397797	Alicia Rodgers Application Support - Thin Client	None Janis Race-Bigelow	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.52 2.52
INC000000397801	Angela Madsen Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.87

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INC000000397806	Bonnie L Kelsey Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.21
INC000000397816	Sherrie Reed Metro A Help Desk	Application Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.12 TTR: 0.12
INC000000397820	Jennifer Doxey Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.08
INC000000397822	Janean Justham Metro A Desktop Support	None Nancy Hachmeister	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000397836	Rebecca Ntshalintshali Metro A Desktop Support	None Nancy Hachmeister	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000397843	Isabel Souza Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 1.25
INC000000397869	Kathy Martinez Application Support - Content Manager	Application Randall Ottesen	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.11 TTR: 0.11
INC000000397875	Olga Cooper Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Content Manager Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.04
INC000000397897	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000397903	Happi Hansen Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell Messenger Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.08
INC000000397905	Julie Thurston Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000397913	Connie Smith Rural Central Desktop Support	PC/Laptop Paul Petersen	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.07 TTR: 1.88
INC000000397932	Leisha Brown Application Support - Single Signon	None Lori Newren	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000397935	Brenda Gallegos Application Support - Single Signon	None Lori Newren	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000397962	Steve Leyba Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000397970	Kim Hathaway Metro A Help Desk	Network Ed Conrad	Error Workforce Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.09
INC000000397973	Shane Otvos Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00

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INC000000398006	Rick Brenkmann Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.17
INC000000398008	Michelle Phillips Rural South Desktop Support	Application Doug Thornton	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.53 TTR: 0.53
INC000000398021	Koffi Djabga Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: 0.19 TTR: 0.86
INC000000398029	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000398038	Ying Huynh Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Contributions Automated Tax Sy Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.30
INC000000398042	Pam Malone Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 5.42
INC000000398050	Sylvia Pineda Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000398066	Paul Birkbeck Metro B Desktop Support	Network Wayne Higgs	Incident Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.28
INC000000398074	Forest Turner Rural South Desktop Support	None Doug Thornton	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000398081	Paula Story Rural South Desktop Support	Application Lance Nay	None Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000398083	Brandon Street Rural South Desktop Support	Application Lance Nay	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000398101	Colby Hargis Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	PGP Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.07
INC000000398103	Colby Hargis Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.06
INC000000398112	Carlos Arroyo Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000398122	Tanya Wilson Rural Central Desktop Support	Print/Copy/Scan/Fax Paul Petersen	Incident Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.25 TTR: 1.43
INC000000398204	Brenda Johnson Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000398206	Carlos Arroyo Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.24

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INC000000398217	Leslie Judd	Application	Error	None		TIR Missed: No	TIR: 0.60
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.60
INC000000398242	Nancy Robison	None	None	None		TIR Missed: No	TIR: 0.29
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.47
INC000000398247	Lisa A Anderson	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000398252	Jacob Smith	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000398254	Jacob Smith	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000398255	Susan Etzel	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000398257	Susan Etzel	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000398260	Tanner Jensen	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000398266	Trevor Earl	None	None	None		TIR Missed: No	TIR: 0.23
	Application Support - Single Signon	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	TTR: 5.75
INC000000398270	Lien Ly	Application	Reporting	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.44
INC000000398314	Heidi Jameson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.10
INC000000398333	Shonie Barker	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.37
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.37
INC000000398345	Joe Edman	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.05
INC000000398360	Kevin Burt	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000398362	Kevin Burt	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000398381	Mary Pannunzio	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000398388	Gerald Gappmayer	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000398420	Lanelle Windley Metro A Desktop Support	Application Mike Wilde	Reporting Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.75
INC000000398441	Ann Durrant Metro A Help Desk	Network Ed Conrad	Error Workforce Services	DWS Web Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000398444	Tammy Berrie Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.16
INC000000398448	Brenda Johnson Application Support - Thin Client	Application Janis Race-Bigelow	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.27
INC000000398456	Helen Sawyer Rural South Desktop Support	PC/Laptop Doug Chaston	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.02
INC000000398464	Nancy K Perkins Metro A Help Desk	Network Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000398468	Rosa Jimenez Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000398499	Rosa Jimenez Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000398505	Michael Barrett Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.40 5.29
INC000000398532	Ashley Baker Application Support - Content Management	Application Randall Ottesen	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.26
INC000000398533	Patrick Concepcion Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.07 2.16
INC000000398538	Jennifer Cunningham Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000398555	Angela Madsen Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.08
INC000000398559	Lisa Zaugg Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.64 0.65
INC000000398563	Meagan McDermaid Capitol Hosting	None Kyle Burkhardt	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.94 2.62
INC000000398567	Kristine Larson Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18
INC000000398591	Candace Rockwell Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsvilay	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02

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INC000000398629	Cyndy McKenzie Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.46
INC000000398662	Felicia Kinder Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Microsoft Word Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000398666	Rachael Licciardone Metro B Desktop Support	PC/Laptop Michael Barth	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.05
INC000000398668	Cecilia Giron Application Support - Single Signon	Application Justin Miller	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.95 0.95
INC000000398688	Sonja Sheffer Voice Operations	Telecom Gail Christiansen	CrossTalk/Noise/Static Workforce Services	Telephone High	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 2.97
INC000000398693	Melissa Beagley Metro A Help Desk	Network Cindy Schroeder	None Workforce Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000398703	Diane VanWagoner Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.32 2.33
INC000000398708	Muris Prses Metro B Desktop Support	None Wayne Higgs	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 4.23
INC000000398720	Sharon Peake Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000398731	Joyce Burningham Voice Operations	Telecom Britany Finlay	Hardware Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.42
INC000000398735	June Conn-Solomon Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Content Manager Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000398736	Candice Goodwin Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000398742	Sharon Peake Voice Operations	Telecom Gail Christiansen	None Workforce Services	None Medium	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 1.29
INC000000398744	Dana Simper Voice Operations	Telecom Britany Finlay	IP Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 1.33
INC000000398751	April Larsen Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Active Directory Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000398758	Rachael Stewart Metro A Desktop Support	PC/Laptop Robert Wall	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.70 0.76
INC000000398772	James Whitaker Help Desk	Mobile Devices Eileen Dubach	Error Workforce Services	BlackBerry Configuration Low	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.42 10.06

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INC000000398776	Jenny Benson	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.19
INC000000398779	Alicia Rodgers	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Matthew Blunk	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.80
INC000000398785	Tellina Zavala	Application	Error	State Payroll System		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.09
INC000000398789	Tess Rawlinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000398791	Cynthia Arnold	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.12
INC000000398792	Stacy Neal	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.11
INC000000398796	Joe Edman	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.07
INC000000398805	Rod Jensen	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000398825	Jennifer Cunningham	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000398826	Amber Hadley	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000398828	Stephanie Harding	Application	Password	None		TIR Missed: Yes	TIR: 1.01
	Application Support - Data Warehouse	Trent Ady	Workforce Services	Low	Closed	TTR Missed: No	TTR: 1.01
INC000000398849	Bill Starks	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000398875	Kristine Larson	None	None	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000398877	Marylynn Prows	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000398974	MaryJo Wright	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000398977	Tami Huntington	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000398980	Jenny Benson	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000399003	Connie Grace Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000399012	Crystal Beck Voice/Data/WAN Services	Remote Connectivity Mitch Hood	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.18
INC000000399016	Rowena York Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399022	Laurie Wittwer Metro B Help Desk	Application Gary Graham	Password Workforce Services	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399041	Samuel Hendricksen Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399058	Charise Asleson Voice/Data/WAN Services	Telecom Greg Blessing	Call/Receive Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 1.69
INC000000399062	Kris Springer Metro A Help Desk	PC/Laptop Cindy Schroeder	None Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.75
INC000000399072	Lori Groves Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399095	Rosa Jimenez Metro A Desktop Support	PC/Laptop Mike Wilde	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.99 1.93
INC000000399101	John Paul Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399105	David Ostrom Metro A Desktop Support	Network Robert Wall	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.06
INC000000399114	Mike Thomason Metro A Desktop Support	Application Robert Wall	Reporting Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.87
INC000000399118	Lance Soffe Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.38 4.05
INC000000399121	Charise Asleson Metro A Desktop Support	PC/Laptop Adam Staks	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.53
INC000000399130	Timothy Dye Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399145	Marion Davis Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.54
INC000000399159	James Shulfer Metro A Help Desk	Application Liz Evans	Password Workforce Services	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000399191	Charlie Phim Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.39
INC000000399195	Alan Pettersson Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Novell GroupWise 32-bit Windo Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
INC000000399207	Jenny Jones Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.71
INC000000399213	Jana Nell Metro A Help Desk	Remote Connectivity Cindy Schroeder	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399215	Valerie Martin Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.73
INC000000399223	Jeff Lesueur Operations Production Control	Application Cal Brinton	Password Workforce Services	Content Manager Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
INC000000399242	Tenzin Chazotsang Help Desk	Application Vicky Marrelli	Error Workforce Services	eFIND/eSHARE Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399249	Bruce Lamb Voice Operations	Telecom Romanza Hamblin	Call/Receive Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 1.28
INC000000399257	Shane Otvos Metro A Desktop Support	PC/Laptop Tracy VanderVaart	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 0.51
INC000000399269	Gabe Hooley Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.58
INC000000399274	Scott Taylor Rural North Desktop Support	Network Neil Smedley	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 0.35
INC000000399288	Michelle Mileski Metro A Help Desk	Application Ed Conrad	Error Workforce Services	DWS Web Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18
INC000000399296	Lea Betty Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.92 3.92
INC000000399297	Natalie Baird Help Desk	Application Vicky Marrelli	Password Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399303	Lori Jacobazzi Application Support - EREP	Application David Moffitt	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399312	Kathleen Leiker Rural North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Microsoft Office Professional 20 Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399313	Mark Sorenson Voice Operations	Telecom Romanza Hamblin	CrossTalk/Noise/Static Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 1.68

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INC000000399337	Carol Hansen Rural South Desktop Support	Application Lane Adams	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.73
INC000000399338	Natalie Henderson Security	Application Garry Gregson	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.25
INC000000399346	Dan Marrs Metro A Desktop Support	PC/Laptop Adam Staks	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.79 0.81
INC000000399347	Tess Rawlinson Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.55
INC000000399354	tracy Harris-Belna Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.60
INC000000399368	Darren Fox Metro A Help Desk	Application Liz Evans	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.45 0.45
INC000000399375	Karen Quackenbush Voice Operations	Telecom Romanza Hamblin	CrossTalk/Noise/Static Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 1.18
INC000000399393	Kris Springer Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399410	Candace Hunter Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.28
INC000000399419	Kristen Floyd Help Desk	None None	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000399421	Karen Ellsworth Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.56
INC000000399428	Gary Waters Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 0.88
INC000000399442	Janean Justham Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.40 3.40
INC000000399458	Sharlene T Christensen Rural North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399464	Debbi Warmus Operations Production Control	None Cal Brinton	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.32
INC000000399468	Shauna Lindblom Operations Production Control	None Cal Brinton	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.32
INC000000399472	Liz Lobato Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.05 3.05

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INC000000399475	Eden Johnson Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	13.12 13.12
INC000000399476	Michael Barnes Metro A Help Desk	Application Ed Conrad	Error Workforce Services	DWS Web Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
INC000000399486	Tami Huntington Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.10
INC000000399495	Jolyn Bevan Metro B Desktop Support	None Michael Barth	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399501	Jolyn Bevan Metro B Desktop Support	None Michael Barth	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399511	Jared Fowers Operations Production Control	Application Cal Brinton	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.14
INC000000399514	Candace Rockwell Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000399517	Jolyn Bevan Metro B Desktop Support	None Michael Barth	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399519	Jolyn Bevan Metro B Desktop Support	None Michael Barth	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399521	Jolyn Bevan Metro B Desktop Support	None Michael Barth	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399522	Jolyn Bevan Metro B Desktop Support	None Michael Barth	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399523	Kerry Daniels Voice Operations	Telecom Romanza Hamblin	CrossTalk/Noise/Static Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.46
INC000000399524	Jolyn Bevan Metro B Desktop Support	None Michael Barth	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399525	Christopher Myers Application Services	Application Martin Gonzalez	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.03 3.49
INC000000399528	Jolyn Bevan Metro B Desktop Support	None Michael Barth	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399530	Jolyn Bevan Metro B Desktop Support	None Michael Barth	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399544	Alan Dennis Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.23 2.23

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INC000000399548	Debbie Sheldon Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.21
INC000000399561	Brandon Andersen Operations Production Control	Application Cal Brinton	Error Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: 0.10 TTR: 0.19
INC000000399579	Jane Broadhead Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.18
INC000000399585	Tami Huntington Metro A Help Desk	Application Liz Evans	Error Workforce Services	Novell GroupWise Low Closed	TIR Missed: No TTR Missed: No	TIR: 0.18 TTR: 0.44
INC000000399588	Nancy Sanders Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.57
INC000000399596	Anita Kramer Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.18
INC000000399613	Lori Montague Rural Central Desktop Support	Application Paul Petersen	None Workforce Services	Microsoft Windows XP Professional Low Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 2.11
INC000000399629	Jaime Henriquez Application Support - EREP IA	Application Amberly Hoang	Error Workforce Services	Utah Electronic Resource and E Low Closed	TIR Missed: No TTR Missed: No	TIR: 0.17 TTR: 0.17
INC000000399665	Kris Springer Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: 0.06 TTR: 0.06
INC000000399681	Dave Brown Operations Production Control	None Duane Hardy	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000399692	Shonie Baker Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000399700	Lynda R Myore Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low Closed	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000399710	Connie Smith Rural Central Desktop Support	PC/Laptop Ron LeBaron	None Workforce Services	Java Media Framework Low Resolved	TIR Missed: No TTR Missed: Yes	TIR: 0.93 TTR: 7.06
INC000000399719	Meagan Wilson Metro B Desktop Support	PC/Laptop Wayne Higgs	Hardware Workforce Services	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.82
INC000000399742	Lien Le Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low Resolved	TIR Missed: Yes TTR Missed: No	TIR: 2.58 TTR: 2.58
INC000000399747	Lane Anderson Rural Central Desktop Support	Application Jeremy Standifird	Error Workforce Services	Novell GroupWise Low Resolved	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.34
INC000000399755	Jeri Uresk Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00

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INC000000399771	Alexis Rodriguez	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.85
INC000000399776	Terry Lisonbee	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.07
INC000000399820	Jill Turner	Application	None	Data Warehouse		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.33
INC000000399832	Vivian Olson	Application	Error	Microsoft Word		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000399839	Jenny Benson	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	5.83
INC000000399850	Mandy McKinnon	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.31
INC000000399855	Stacy Neal	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000399863	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000399868	Christina Lloyd	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.50
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.53
INC000000399883	Halima Hussein	PC/Laptop	None	ZENworks for Desktops		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.11
INC000000399888	Lorie Davis	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	TIR:	0.56
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.58
INC000000399889	Meagan McDermaid	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.17
INC000000399890	Michelle Meyer	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.21
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.70
INC000000399893	Elleisha Knowlton	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000399895	Vivian Olson	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	15.04
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	15.04
INC000000399896	Jane Randquist	PC/Laptop	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000399917	Michelle Viertel	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	2.34
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.34

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INC000000399925	Kendra Wimmer Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000399931	Michelle Viertel Rural Central Desktop Support	Network Rod Montoya	Incident Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000399937	Georgina Bresnan Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000399947	Jared Chamberlain Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000399954	Joann Wetzel Metro B Desktop Support	None Michael Barth	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399960	Brian Peirce Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399971	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000399976	Stephanie Lemmon Metro A Desktop Support	PC/Laptop Tracy VanderVaart	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.37
INC000000399979	Carol Thornhill Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	6.38 6.38
INC000000399989	Jackie Christensen Rural Central Desktop Support	Application Jeremy Standifird	None Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000399997	Mardee Thompson Voice Operations	Print/Copy/Scan/Fax Gail Christiansen	Error Code Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.58
INC000000400002	Al Byers Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.11
INC000000400013	Jay Hafen Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000400015	Cathy Maynard Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000400036	Brandt Revell Voice Operations	Telecom Romanza Hamblin	Dial Tone Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.99
INC000000400075	Christine Mayne Metro A Help Desk	PC/Laptop Cindy Schroeder	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000400087	Gregory Whittaker Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03

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INC000000400096	Deb Coffey Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 1.21
INC000000400109	Mary Ann Keefer Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000400113	Lindsey Johnson Rural North Desktop Support	Application Neil Smedley	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.72
INC000000400147	Jodie Pegram Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000400150	Karen Quackenbush Voice Operations	Telecom Gail Christiansen	None Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 0.41
INC000000400166	Carrie Papworth Metro A Help Desk	PC/Laptop Liz Evans	Password Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000400177	Patrea Faulkner Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.19
INC000000400182	Christina Lloyd Metro A Desktop Support	PC/Laptop Mike Wilde	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.56 0.56
INC000000400191	Shane Farr Metro A Help Desk	Network Cindy Schroeder	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.22
INC000000400192	Gerald Gappmayer Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000400195	Gerald Gappmayer Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000400199	Courtney Marshall Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	7.41 7.41
INC000000400220	Holli Turner Voice Operations	Telecom Gail Christiansen	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.44 0.65
INC000000400232	Andrea Cervantes-Camero Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Active Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.25
INC000000400253	Violet Tellez Metro A Help Desk	Application Ed Conrad	Error Workforce Services	DWS Web Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000400264	John Olson Metro A Desktop Support	Print/Copy/Scan/Fax Kraig Ellis	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.27
INC000000400266	Kasandra Asay Help Desk	Network James Stearns	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000400304	Jamar Lee	Application	Password	Employee Gateway	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.08
INC000000400308	Dorothy Williams	None	None	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Michael Barth	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.03
INC000000400309	Muris Prses	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000400311	Muris Prses	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000400312	Muris Prses	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000400315	Greg Paras	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000400317	Greg Paras	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000400320	Lyle Ward	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000400323	Lyle Ward	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000400324	Sherilyn Olsen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.39
INC000000400330	Lesnie Foster	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.31
INC000000400332	Breanna Stultz	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low Resolved	TTR Missed: No	TTR: 3.55
INC000000400337	Rebecca Banner	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.05
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.11
INC000000400343	Becky Thacker	None	None	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000400349	Laura Carter	Application	None	Internet Explorer	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.33
INC000000400353	Cindy Bertagnolli	None	None	None	TIR Missed: No	TIR: 0.08
	Application Support - Content Manag	Nate Olson	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.08
INC000000400355	Angela A Hansen	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00

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INC000000400395	Chris Holman	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000400400	Lance Soffe	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000400405	Debbie Lyberger	Application	Password	DWS Intranet	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.20
INC000000400414	Bonnie Johnson	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000400450	Cheryl Earl	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	TIR: 0.21
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.49
INC000000400456	Weston Miller	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000400457	Weston Miller	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000400484	Shirley Hilton	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Resolved	TTR Missed: No	TTR: 2.89
INC000000400516	Rebecca D Anderson	None	None	None	TIR Missed: No	TIR: 0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000400520	Patti Sellers	Application	Error	Utah Works	TIR Missed: Yes	TIR: 2.38
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Resolved	TTR Missed: No	TTR: 2.38
INC000000400536	Mary Ann Keefer	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000400548	Tracy Harris-Belnap	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000400553	Connie Smith	None	None	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.04
INC000000400557	Sarah Pullman	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.37
INC000000400581	Rebecca D Anderson	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000400613	June Conn-Solomon	Application	None	Novell GroupWise	TIR Missed: No	TIR: 0.17
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.31
INC000000400628	Aida Moreno	None	None	None	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00

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INC000000400637	Christina Gale	Network	Performance	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000400640	Christina Gale	None	None	None		TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000400653	Muris Prses	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000400685	Terry Lisonbee	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000400702	Sue Ann Heino	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.09
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.09
INC000000400709	Lea Betty	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	TIR: 43.39
	Application Support - EREP	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 43.39
INC000000400712	Joann Wetzel	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.34
INC000000400733	Greg Paras	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000400734	Rebecca Banner	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000400771	Charise Asleson	None	None	None		TIR Missed: No	TIR: 0.81
	Metro A Hosting	Jeff Bartholomew	Workforce Services	High	Resolved	TTR Missed: No	TTR: 2.20
INC000000400778	Brenda Martin	Application	Password	Active Directory		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000400780	CindaLee Hall	Remote Connectivity	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000400787	Marie Higgins	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000400790	Marie Higgins	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000400796	Dave Laycock	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000400817	Dan Marrs	Application	Error	Action Request System		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000400819	Vicki Fenton	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 6.14

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INC000000400824	Shane Young Metro A Desktop Support	Network Mike Wilde	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.31
INC000000400838	CJ Higgins Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000400847	Bonnie L Kelsey Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell Messenger Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000400855	David Ashby Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.42
INC000000400861	Delene Bourdeau Rural North Desktop Support	Application Ruston McKay	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.47 2.09
INC000000400869	Jennifer Meyer-Smart Metro A Desktop Support	Application Kraig Ellis	None Workforce Services	WinZip Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.56 0.56
INC000000400877	Paul Birkbeck Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000400880	Nathan Dopp Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000400881	Robyn Thomas Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000400883	Bill Goodwin Metro A Desktop Support	Application Adam Staks	Error Workforce Services	Contributions Automated Tax Sy Low	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.07 8.20
INC000000400886	Tricia Mecham Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000400891	Susan Cottam Application Services	Application Martin Gonzalez	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.33
INC000000400893	Melody Farnsworth Rural South Desktop Support	Application Ryan Bennett	None Workforce Services	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000400903	Heather Sawley Metro A Help Desk	Network Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000400905	Marc Wilson Metro A Desktop Support	Application Kraig Ellis	Error Workforce Services	Computerized Unemployment B Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 1.71
INC000000400917	Dallen Adams Rural North Desktop Support	None Ruston McKay	None Workforce Services	JavaPC Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.04
INC000000400924	Beverly Anderson Rural South Desktop Support	PC/Laptop Lance Nay	Performance Workforce Services	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000400928	Karla Aguirre	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000400931	Connie Smith	Application	Error	eFIND/eSHARE		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.42
INC000000400939	Kasandra Asay	Application	Error	DWS Web		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.13
INC000000400952	Fredrick Ntabwoba	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.11
INC000000400953	Debbie Sparks	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000400955	Heather Kelsey	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000400956	Muris Prses	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000400978	Cindy Adams	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000400979	Rachael Stewart	PC/Laptop	Error	PGP		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.08
INC000000401005	Tami Huntington	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.30
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.30
INC000000401023	Angi Nielsen	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.27
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.31
INC000000401025	Caralee C Crye	Application	Error	eFIND/eSHARE		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.24
INC000000401051	Kristine Larson	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	3.54
INC000000401060	Colleen Fitzgerald	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000401079	Tim Davies	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	6.63
INC000000401088	Marles Oldroyd	PC/Laptop	Password	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	5.20
INC000000401090	Melanie M Hales	None	None	None		TIR Missed:	Yes	TIR:	3.14
	Application Support - Web Dev	Dave Clark	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	3.14

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INC000000401108	Lanelle Windley Metro A Desktop Support	Print/Copy/Scan/Fax Mike Wilde	Incident Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.46 0.48
INC000000401122	Heather Sawley Rural North Desktop Support	Network Neil Smedley	Error Workforce Services	Novell GroupWise 32-bit Window Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.91
INC000000401126	Jan Hunt Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.59 1.40
INC000000401130	Christopher Myers Metro A Help Desk	Application Ed Conrad	Error Workforce Services	DWS Web Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000401197	Joe Edman Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Sybase Open Client Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000401199	Janet Jolley Rural Central Desktop Support	Network Rod Montoya	Incident Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000401210	Melissa Daymont Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000401215	Debbie Torres Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401223	Terry Lisonbee Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401240	Robert Birkinshaw Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.42
INC000000401248	Shawn Mansell Application Support - Single Signon	None Lori Newren	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401258	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401260	Clay Kaufman Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401262	Scott Smith Voice Operations	Telecom Romanza Hamblin	None Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.48 0.62
INC000000401266	Pam Malone Metro A Desktop Support	Print/Copy/Scan/Fax Adam Staks	Incident Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.74 0.75
INC000000401276	Randy Hopkins Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401278	Randy Hopkins Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000401281	Nancy Andrew Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.46 0.46
INC000000401283	Cindy Bertagnolli Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Microsoft Access Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401284	Brittney M Woodland Metro A Desktop Support	Print/Copy/Scan/Fax Tracy VanderVaart	Incident Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.08
INC000000401285	Brittney M Woodland Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Microsoft Access Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401287	Candace Rockwell Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.01
INC000000401305	Kenneth Martinez Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.41 0.41
INC000000401308	Tina Dunyon Metro A Desktop Support	Application Adam Staks	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.09
INC000000401334	Brian Aston Application Support - MyCase	None Ilya Oyzerskiy	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.54 5.54
INC000000401336	Connie Perez Voice Operations	None Romanza Hamblin	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 2.05
INC000000401340	Debra Nordfelt Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401343	Debbie Stavros Rural Central Desktop Support	PC/Laptop Jeremy Standifird	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.85 1.31
INC000000401351	Anthony Kelly Help Desk	Network Eileen Dubach	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401352	Dorothy Williams Metro B Desktop Support	Application Michael Barth	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.33 0.43
INC000000401366	Kenneth G Allen Metro A Help Desk	Application Ed Conrad	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401384	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401386	Lyle Ward Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401388	Muris Prses Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000401395	Greg Paras	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000401400	Stacy Eastman	None	None	DWS Web		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000401418	Stacy Neal	Application	Reporting	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.08
INC000000401423	Joe Edman	Application	Reporting	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.06
INC000000401424	Joe Edman	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.04
INC000000401468	Bret Lucas	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000401471	Jo D'Agostino Minardi	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000401475	Brandon Andersen	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000401477	Jared Fowers	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000401481	Maria Torres	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000401484	Paul Birkbeck	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000401488	Susan Cottam	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000401490	Teresa Gentry	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000401492	Sherilyn Olsen	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000401502	Lela King	Application	Error	DWS Capture		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000401515	Liz Lobato	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000401518	Liz Lobato	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000401521	Rebecca Banner Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401541	Melody Farnsworth Rural South Desktop Support	None Doug Thornton	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401542	Shelley Esplin Rural South Desktop Support	None Doug Thornton	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401548	Kim Wilcox Help Desk	Application James Stearns	Reporting Workforce Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401557	Cassy Hahn Metro A Help Desk	Print/Copy/Scan/Fax Cindy Schroeder	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401563	Becky Williams Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401570	Angie Fletcher Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401571	Cathy Maynard Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401576	Kaye Price Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401577	Candace Gray Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000401580	Ma'afala Koko Metro A Help Desk	Application Ed Conrad	Error Workforce Services	DWS Web Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401582	Helen Thatcher Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401589	Beverly Anderson Metro A Help Desk	PC/Laptop Ed Conrad	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000401597	Gregory Whittaker Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401602	Gaylene Pebley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000401603	Jane Randquist Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.15
INC000000401606	Shauna Havey Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000401608	Brenda Martin	Remote Connectivity	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.16
INC000000401612	Stephen Lisonbee	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000401619	Liz Lobato	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000401623	Colleen Johnson	PC/Laptop	Performance	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.33
INC000000401663	Kurtis Wilcox	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.29
INC000000401680	Rosa Jimenez	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000401694	Laura Carter	Application	Password	Utah Master Directory		TIR Missed: No	TIR: 0.19
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.20
INC000000401696	Angi Nielsen	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.16
INC000000401700	Kathy Wendel	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.59
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.83
INC000000401718	Judy Kearns	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.13
INC000000401732	Dan Marrs	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.56
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.56
INC000000401746	Kris Bradley	Application	None	Novell GroupWise		TIR Missed: Yes	TIR: 1.71
	Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 8.59
INC000000401750	John Olson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.42
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.42
INC000000401751	Jared Chamberlain	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000401753	Christina Lloyd	None	None	None		TIR Missed: No	TIR: 0.37
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.38
INC000000401757	Zenaida Martinez	Application	Error	Utah Works		TIR Missed: Yes	TIR: 6.42
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 6.42
INC000000401764	Marc Wilson	PC/Laptop	Error	Microsoft Windows XP Professional		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.25

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INC000000401776	Jan Hunt	Application	Error	Adobe Reader		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.07
INC000000401780	Elia Del Castillo	Application	Error	WinWay Resume		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.04
INC000000401806	Melissa Presley	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000401833	Carin Williams	Application	Password	Active Directory		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000401870	Kirk Olson	Application	Reporting	Adobe Acrobat		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.24
INC000000401902	Joe Edman	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.09
INC000000401903	Vint DeGraw	PC/Laptop	Hardware	Utah Works Web Site		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.07
INC000000401906	Natalie Henderson	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.05
INC000000401907	Trisha Nielson	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.05
INC000000401910	Darrin Nielsen	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.03
INC000000401939	Vicki Hiett	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.08
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.08
INC000000401951	Delene Bourdeau	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000401954	Rick Kowalczyk	None	None	None		TIR Missed:	Yes	TIR:	1.11
	Application Support - DBA	Eric Swain	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.11
INC000000401970	Beckie Turner	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.14
INC000000401972	Nancy Galt	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.23
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.34
INC000000401980	Jodi Hicks	Remote Connectivity	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.08
INC000000401997	Sheila Sconiers	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	2.68
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.68

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INC000000402005	Maryana Valles Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000402006	Nancy Galt Metro B Desktop Support	Application Bill Crowther	Error Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.83 2.17
INC000000402017	Chuck Curtin Metro B Desktop Support	None Michael Barth	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.86
INC000000402018	Demetria Keele Metro A Help Desk	PC/Laptop Cindy Schroeder	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.79
INC000000402021	Chuck Curtin Metro B Desktop Support	None Michael Barth	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.81
INC000000402022	Chuck Curtin Metro B Desktop Support	None Michael Barth	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.78
INC000000402024	Chuck Curtin Metro B Desktop Support	None Michael Barth	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.75
INC000000402025	Mary Silva Metro B Desktop Support	None Michael Barth	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.73
INC000000402036	Tracy Harris-Belnap Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000402064	Gerald Brown Metro A Desktop Support	Application Edward Fortner	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.85
INC000000402092	Julliana Mendoza Rural Central Desktop Support	Application Paul Petersen	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.59
INC000000402099	Gaylene Pebley Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402106	Terry Lisonbee Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402123	Debbie Sheldon Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402132	Jenny Hansen Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402134	Sharlene T Christensen Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402136	Sharlene T Christensen Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000402150	Paul Birkbeck Rural North Desktop Support	Network Ruston McKay	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402160	Chris Baker Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.97 4.97
INC000000402161	Marion Eckersley Metro A Desktop Support	PC/Laptop Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.19
INC000000402164	LeAnn Hatfield Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402165	LeAnn Hatfield Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402166	Shirley Hilton Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402169	Carol Conti Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402170	Paul Birkbeck Rural North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402171	Pamela Werner Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402172	Nathan Dopp Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402174	Teresa Gentry Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402178	Stacey Mendoza Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402182	Stacey Mendoza Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402188	Terry Lisonbee Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402201	David Brand Voice/Data/WAN Services	Telecom Mike Johnson	Hardware Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.26
INC000000402218	June Bradfield Rural North Desktop Support	PC/Laptop Kim Ratushniak	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402223	Randy Hopkins Rural North Desktop Support	Print/Copy/Scan/Fax Kim Ratushniak	Incident Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000402237	Jacob Smith	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000402242	Kristopher Dew	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000402275	Dave Lewis	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.92
INC000000402297	Kim Hathaway	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000402308	Kerrie Jensen	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.19
INC000000402313	Levi Jones	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.23
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.63
INC000000402317	Alleyn Kinney	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000402320	Nichole Pusey	Application	Reporting	Novell GroupWise		TIR Missed:	No	TIR:	0.11
	Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.58
INC000000402328	Linda Wirtjes	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	2.46
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.46
INC000000402330	Laura Carter	Remote Connectivity	Error	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.19
INC000000402343	April Larsen	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.27
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.28
INC000000402344	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.01
INC000000402350	Kris Springer	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000402362	Malida Stram	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.10
INC000000402367	Joe Edman	Application	Error	WinWay Resume		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.06
INC000000402368	Joe Edman	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.04
INC000000402369	Linda Wallentine	Application	Error	Content Manager		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000402404	Linda Wallentine Application Support - Content Man	Application Nate Olson	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.21
INC000000402406	Jessica Johnson Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000402418	Jacki Randolph Help Desk	Network Brenda Treadway	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402426	Amber Jackson Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.79 0.79
INC000000402443	Tara Connolly Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.58 2.58
INC000000402468	Koffi Djagba Metro A Help Desk	Application Liz Evans	Password Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402474	Blaine Cook Metro A Desktop Support	Print/Copy/Scan/Fax Edward Fortner	Incident Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.53 0.53
INC000000402505	Ashley Baker Metro A Desktop Support	Application Adam Staks	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.08
INC000000402526	Kayleen Hansen Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402536	Brittney M Woodland Metro A Desktop Support	Application Adam Staks	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.07
INC000000402537	Brian Smith Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.65
INC000000402546	Leslie Judd Application Support - EREP IA	Application Amberly Hoang	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.16
INC000000402554	Candace Gray Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000402584	Debbie Wilson Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.52 0.52
INC000000402587	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402595	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402596	Michelle Wright Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000402599	Deb Coffey Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.60 1.56
INC000000402602	Colleen Johnson Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402607	Harut Torosyan Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.46
INC000000402625	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402627	Weston Miller Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402633	Demetria Keele Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402659	Natalie Knudson Metro A Help Desk	Network Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402665	Heather Kelsey Metro B Desktop Support	PC/Laptop Wayne Higgs	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.66 5.53
INC000000402694	Colleen Johnson Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	9.48 9.48
INC000000402700	Maria Torres Rural North Desktop Support	None Kelly Warren	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.22
INC000000402743	Kendra Wimmer Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402744	David Anthony Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Microsoft Word Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402805	Mary Ann Keefer Metro A Help Desk	Application Liz Evans	Password Workforce Services	Active Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402819	Kayl Smith Metro A Desktop Support	Network Kraig Ellis	Error Workforce Services	Novell GroupWise 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 6.09
INC000000402823	Sherri Kirk Rural Central Desktop Support	PC/Laptop Jeremy Standifird	Password Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402840	Ann Durrant Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402843	Gaylene Pebley Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000402854	Lori Montague Rural Central Desktop Support	Network Paul Petersen	Performance Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000402859	Anna Larson Metro A Desktop Support	Application Robert Wall	Error Workforce Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.49
INC000000402860	Becky Chambers Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Adobe Acrobat Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402871	Dorothy Williams Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.10 2.10
INC000000402893	Marilyn Wallis Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.01 2.01
INC000000402899	Sarah Pullman Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402918	Sarah Smith Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402927	LaDawn McPherson Metro B Desktop Support	Network Wayne Higgs	Error Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.88
INC000000402930	Leann Robinson Application Support - UWORKS	Application None	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402938	Amber Jackson Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402942	Lisa Roman Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402956	Alfreida Haycock Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402962	Phuc Nguyen Metro A Help Desk	Application Liz Evans	Error Workforce Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402966	Beckie Turner Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.32
INC000000402977	Lauri Flores Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000402997	Natalie Henderson Metro A Desktop Support	Application Robert Wall	Reporting Workforce Services	Computerized Unemployment B Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 1.28
INC000000403001	Angela Madsen Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Adobe Acrobat Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.38

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INC000000403008	Linda Hansen Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.22
INC000000403027	Kym Ney Metro A Help Desk	Application Liz Evans	Password Workforce Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.31
INC000000403030	Debbie Herr Metro A Desktop Support	PC/Laptop Robert Wall	Error Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.16
INC000000403107	Ted Barley Rural North Desktop Support	Application Kim Ratushniak	Password Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.57
INC000000403138	Diane Lovell Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 1.50
INC000000403192	Pamela J Wilson Rural North Desktop Support	None Steven Haderlie	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000403242	Ann Durrant Metro A Help Desk	PC/Laptop Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000403303	Diane Lovell Application Services	Mobile Devices Danielle Hood	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	3.97 6.61
INC000000403313	Shauna Havey Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000403314	Diane Lovell Voice Operations	Telecom Kelly Johnson	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.86
INC000000403327	Debbie Sheldon Voice/Data/WAN Services	Telecom Spencer Blodgett	Dial Tone Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.46 3.73
INC000000403335	Kathleen Leiker Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000403346	Debbie Sheldon Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.51 4.51
INC000000403358	Tracy Harris-Belnap Metro A Help Desk	PC/Laptop Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.37
INC000000403360	Stephanie Lemmon Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	7.31 7.31
INC000000403375	Derrek Larson Metro A Help Desk	PC/Laptop Cindy Schroeder	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.11
INC000000403436	Melissa Beagley Metro A Help Desk	Print/Copy/Scan/Fax Ed Conrad	Error Code Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.48

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INC000000403441	Jacquelyn Harris	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.29
INC000000403450	Laura Carter	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403477	Leslie Henderson	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.17
INC000000403484	Lea Betty	Application	Error	None		TIR Missed: No	TIR: 0.49
	Application Support - Content Man	Nate Olson	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.49
INC000000403490	Amantia Kempton	Wireless Connectivity	Error	None		TIR Missed: No	TIR: 0.28
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.05
INC000000403491	Amber Trussell	Application	Error	None		TIR Missed: No	TIR: 0.00
	Application Support - Content Man	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403497	Karen Quackenbush	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403529	Kenneth Martinez	Application	Error	Utah Works		TIR Missed: Yes	TIR: 3.47
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	TTR: 25.05
INC000000403538	Daniel Felts	Application	Password	Novell GroupWise 32-bit Windo		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.04
INC000000403542	Kathleen Leiker	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403547	Chad Elskamp	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.21
	Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.25
INC000000403578	Aaron Carlsen	Application	Password	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403587	Dale Ownby	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403591	Aaron Aders	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.04
INC000000403595	Dale Hutchings	None	None	None		TIR Missed: No	TIR: 0.17
	Application Support - Data Wareho	Trent Ady	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.17
INC000000403598	Bonnie L Kelsey	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.37
INC000000403607	Sherri Kirk	PC/Laptop	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.47

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INC000000403627	Tellina Zavala	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.37
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.37
INC000000403643	Robert Birkinshaw	PC/Laptop	Password	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.31
INC000000403653	Marie Higgins	Telecom	Coverage Path	Telephone		TIR Missed: No	TIR: 0.17
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.17
INC000000403667	Tori Henson	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403668	Jo D'Agostino Minardi	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403672	Nancy Galt	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403722	Mark Evans	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403723	Mark Evans	Application	Error	Computerized Unemployment B		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403740	William Greer	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403743	Debbie Sparks	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.43
INC000000403754	Kris Springer	Application	None	PGP		TIR Missed: Yes	TIR: 1.43
	Metro A Desktop Support	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.43
INC000000403764	Shantelle Roberts	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403768	Shawna Werner	None	None	None		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403776	Kimber Burks	None	None	Utah Works Web Site		TIR Missed: No	TIR: 0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403779	Jacquelyn Harris	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.11
INC000000403782	Troy Lamb	Application	Error	Utah Works		TIR Missed: Yes	TIR: 1.52
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.52
INC000000403801	Shane Otvos	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00

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INC000000403806	Carmen Bento	Application	Error	Utah Works		TIR Missed: Yes	TIR: 1.43
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.94
INC000000403808	Jocelyn Huish	Application	Error	eFIND/eSHARE		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.31
INC000000403814	Muris Prses	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403816	Greg Paras	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403818	Launi Milligan	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000403822	Jenine Wood	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.18
INC000000403841	Terrie Bouck	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.31
INC000000403842	Teresa Meyer	Application	Error	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.77
INC000000403881	Nancy Galt	Telecom	Coverage Path	Telephone		TIR Missed: No	TIR: 0.20
	Voice Operations	Julie Sabato	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.39
INC000000403883	Felicia Kinder	Telecom	None	None		TIR Missed: No	TIR: 0.19
	Voice Operations	Romanza Hamblin	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.38
INC000000403884	Jolyn Bevan	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.80
INC000000403891	Lisa Roman	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.50
INC000000403919	Georgina Bresnan	Application	Error	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.18
INC000000403927	Alexander Johnson	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.43
INC000000403935	Scott A Stephens	Application	Error	Content Manager		TIR Missed: No	TIR: 0.00
	Application Support - Content Manag	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 5.46
INC000000403938	Maria Dupaix	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.10
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.33
INC000000403944	Piper Leon	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.11
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 4.00

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INC000000403947	Mary Ann Keefer Metro A Help Desk	PC/Laptop Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.18
INC000000403961	Janet Butterfield Rural South Desktop Support	Application Lance Nay	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404002	Alexia Murphy Metro A Help Desk	Print/Copy/Scan/Fax Cindy Schroeder	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404016	Alexander Johnson Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.12
INC000000404024	Rachael Licciardone Metro B Desktop Support	None Michael Barth	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000404035	Renae Christman Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.40
INC000000404054	Felicia Kinder Voice Operations	Telecom Romanza Hamblin	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.22
INC000000404059	diane Hunter Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404061	Amy Rindlisbacher Application Support - UWORKS	Application Jeff Pryor	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.31
INC000000404062	Scott A Stephens Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404064	Scott A Stephens Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404106	Cecilia Giron Metro A Desktop Support	PC/Laptop Adam Staks	Error Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.91
INC000000404111	Sherri Kirk Rural Central Desktop Support	Application Todd Hardy	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.44
INC000000404114	Joann Wetzel Metro B Desktop Support	None Michael Barth	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000404126	Rebecca Banner Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404129	Rebecca Banner Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404138	Dan Vaughan Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Novell GroupWise 32-bit Windo Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.25

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INC000000404154	Melissa Presley Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404163	Mike Miller Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404174	Victor Angeles Metro A Help Desk	Application Ed Conrad	Password Workforce Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000404183	Candace Rockwell Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000404186	Shawn Mansell Rural North Desktop Support	None Ruston McKay	None Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.40
INC000000404187	Lesnie Foster Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404190	Nikki Cox Rural Central Desktop Support	PC/Laptop Rod Montoya	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000404192	Joe Edman Rural Central Desktop Support	Print/Copy/Scan/Fax Rod Montoya	Paper Jam Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000404199	Rachel Gehring Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.77
INC000000404204	Kathy Link Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404205	LeAnn Hatfield Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404211	Scott A Stephens Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404214	Tricia Matz-Underwood Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404232	Cookie Chappell Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404236	Karen Ellsworth Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000404240	Melissa Beagley Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404254	LeAnn Hatfield Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000404271	Darrell Wilson Rural North Desktop Support	Network Ruston McKay	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404272	Shawn Mansell Rural North Desktop Support	Network Ruston McKay	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404279	Gail Nelson Stokes Rural South Desktop Support	Application Scott Jesienouski	Error Workforce Services	DWS Web Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.54
INC000000404288	Kristine Larson Network Operations	None Kelli Okumura	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.70
INC000000404370	Heather Knowlton Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.23 2.23
INC000000404373	Cookie Chappell Metro A Desktop Support	Application Mike Wilde	Password Workforce Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.65
INC000000404386	Laurel Morris Metro A Desktop Support	PC/Laptop Mike Wilde	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.90
INC000000404411	Greg Paras Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404416	Jaimie Druk Application Support - CATS IV	None Robert Love	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.29 0.29
INC000000404426	Helen Thatcher Metro A Desktop Support	Network Edward Fortner	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.35
INC000000404429	Rachel Lee Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.38 1.38
INC000000404437	Connie Green Metro A Help Desk	Network Ed Conrad	Error Workforce Services	DWS Web Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
INC000000404464	Milton Olsen Metro A Help Desk	Remote Connectivity Cindy Schroeder	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.13
INC000000404474	Jennifer Meyer-Smart Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.20
INC000000404485	Bonnie L Kelsey Metro A Help Desk	Application Cindy Schroeder	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000404509	Marilyn Wallis Rural Central Desktop Support	Application Jay Barfuss	Error Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404567	Holly Egan Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000404617	Jolie Bevers Application Services	Application Martin Gonzalez	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404626	Gary Waters Application Services	Application Martin Gonzalez	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404627	Teresa Gonzales Metro B Desktop Support	Application Anthony Booyse	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.09 8.11
INC000000404632	Brie Lenhart Metro A Help Desk	PC/Laptop Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404646	Caralee C Crye Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404659	Loggins Merrill Metro A Help Desk	Network Liz Evans	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404667	Robyn Thomas Voice/Data/WAN Services	Telecom T Artis	CrossTalk/Noise/Static Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.33
INC000000404672	Cami Sandoval Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Active Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000404676	Chelsey Merchant Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404680	Tanner Jensen Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404687	Abrial Marroquin Metro A Help Desk	PC/Laptop Liz Evans	Password Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404707	Carol Hansen Rural South Desktop Support	Application Lane Adams	Password Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.83
INC000000404717	Maryana Valles Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404727	Sariah Hunt Rural Central Desktop Support	PC/Laptop Jeremy Standifird	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.44
INC000000404782	Breanna Stultz Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404785	Lida Khoshal Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000404788	Leslie Henderson Voice Operations	Telecom Romanza Hamblin	Voice Mail Workforce Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 1.03

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INC000000404816	Tricia Cox	Wireless Connectivity	Performance	None		TIR Missed: No	TIR: 0.82
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.82
INC000000404820	Jolynn Badame	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.04
INC000000404825	Tiffany Hagen	Application	Reporting	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.20
INC000000404866	Jill Black	Application	Reporting	Utah Electronic Resource and E		TIR Missed: No	TIR: 0.14
	Application Support - EREP IA	Amberly Hoang	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.14
INC000000404919	Helen Sawyer	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000404928	Candice Goodwin	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.10
INC000000404941	Angi Nielsen	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000404945	Chris Williams	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000404947	Tauna Woolley	Wireless Connectivity	None	None		TIR Missed: No	TIR: 0.17
	Metro A Desktop Support	Diane Pfeifer	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.17
INC000000404949	Lauren Barker	Application	Error	Utah Works		TIR Missed: No	TIR: 0.99
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.99
INC000000404966	Robyn Thomas	Application	Error	Utah Works		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000404986	June Conn-Solomon	Network	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.11
INC000000405015	Audrey M Curtis	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.05
INC000000405016	Helen Hadad	None	None	None		TIR Missed: No	TIR: 0.09
	Application Support - Content Man	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.09
INC000000405017	Tuesdee Thomson	None	None	None		TIR Missed: No	TIR: 0.00
	Application Support - Content Man	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000405018	Brenda Martin	None	None	None		TIR Missed: No	TIR: 0.00
	Application Support - Content Man	None	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000405021	Jaimie Druk	Application	Error	BMI		TIR Missed: Yes	TIR: 1.88
	Application Support - CATS IV	Robert Love	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.88

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INC000000405046	Christina Gale	None	None	None		TIR Missed: No	TIR: 0.49
	Application Support - Content Man	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.49
INC000000405051	Shawn Mansell	None	None	None		TIR Missed: No	TIR: 0.44
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.44
INC000000405069	April Gerber	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.48
INC000000405075	Debbi Warmus	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.08
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.16
INC000000405087	Robert Moyer	PC/Laptop	Hardware	None		TIR Missed: Yes	TIR: 3.32
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 4.51
INC000000405095	Jackie Bryant	Network	Error	Computerized Unemployment B		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.07
INC000000405097	Kathryn Grover	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000405102	Jane Randquist	Remote Connectivity	Error	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000405106	Robert Moyer	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.24
INC000000405121	Laura Beckstrand	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000405127	Carol Lowman	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.04
INC000000405131	Sarah Pickard	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000405142	Jeanne Moore	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.45
INC000000405150	Debbie Torres	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.03
INC000000405170	Carol Lowman	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.06
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 0.06
INC000000405171	Diane Hunter	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 1.24
INC000000405187	Jolyn Bevan	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	TTR: 2.89

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INC000000405199	Laura Beckstrand Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000405201	Rebecca Sangberg Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000405232	Nancy Sanders Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.42 0.52
INC000000405249	Pam Malone Metro A Desktop Support	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.73 0.73
INC000000405262	Jody Sillitoe Metro A Help Desk	Network Liz Evans	Password Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000405284	Dorothy Williams Metro B Desktop Support	Network Michael Barth	Error Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.44
INC000000405289	Dimang Chao Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000405293	Dimang Chao Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000405294	Dimang Chao Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000405305	Koral Vasquez Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000405308	Gaylinn Frandsen Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000405309	Koral Vasquez Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000405310	Becky Williams Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000405312	Connie Shearwood Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000405316	Brady Olsen Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000405319	Simone Ongoongotau Rural Central Desktop Support	Application Rod Montoya	Reporting Workforce Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.57
INC000000405327	Marilyn Martello Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	State Payroll System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.32

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INC000000405336	Karla Aguirre	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000405348	Karla Aguirre	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000405378	Diane Hunter	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000405403	Sherri Kirk	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.98
INC000000405448	Jody Sillitoe	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000405462	Tonia Jones	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.60
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.34
INC000000405463	Mary Ann Keefer	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000405475	Helen Southworth	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000405483	Rudy Anderson	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	3.27
INC000000405494	Jolynn Badame	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.07
INC000000405496	Jackie Dalton	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000405503	Laura Beckstrand	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000405504	Ivanova Fuller	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000405517	Aniara Shields	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.09
INC000000405529	Jeanne Moore	Application	Error	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.10
INC000000405544	Kenneth Martinez	None	None	None		TIR Missed:	Yes	TIR:	4.69
	Capitol Hosting	Kyle Burkhardt	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	4.78
INC000000405552	Dimang Chao	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000405553	Dimang Chao	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000405555	Dimang Chao	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000405557	Dimang Chao	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000405559	Dimang Chao	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000405564	Connie Bell	None	None	None		TIR Missed:	Yes	TIR:	2.37
	Metro B Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.37
INC000000405569	Allen Penrod	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.11
INC000000405592	Carol Lowman	Application	Reporting	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.07
INC000000405619	Kim-Ngan Lam	Wireless Connectivity	None	None		TIR Missed:	Yes	TIR:	1.15
	Metro A Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.59
INC000000405633	Dimang Chao	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000405634	Dimang Chao	None	None	None		TIR Missed:	No	TIR:	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000405696	Dorothy Williams	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.42
INC000000405717	Penney Chipp	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.78
INC000000405719	Paul Johnston	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.76
INC000000405722	Keith Frank	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.74
INC000000405723	Branden Hoffman	None	None	None		TIR Missed:	No	TIR:	0.73
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.73
INC000000405725	Lincoln Hansen	None	None	None		TIR Missed:	No	TIR:	0.70
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.70
INC000000405729	Cesar Salazar	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.67

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INC000000405799	Bart Benson	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Steven Haderlie	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	8.70
INC000000405812	Melissa Daymont	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	18.58
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	18.58
INC000000405819	Tyler Massey	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000405842	Milagros Santos	Application	Error	Novell GroupWise 32-bit Windo		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.94
INC000000405893	Joel Finch	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	1.24
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	3.83
INC000000405895	Sarah Tolbert	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.64
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.64
INC000000405921	Tonia Jones	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.07
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.07
INC000000405922	Joe Edman	Application	Reporting	Microsoft Windows XP Professi		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.05
INC000000405934	Happi Hansen	None	None	None		TIR Missed:	No	TIR:	0.00
	Application Support - Single Signon	Lori Newren	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000405935	Jackie Dalton	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000405939	Connie Green	Application	Error	Citrix ICA Client		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.50
INC000000405940	Jacqueline Parker	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.36
INC000000405942	Marlene Lindsey	Application	Error	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.19
INC000000405943	Gail Boyd	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000405945	Leeann Madsen	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000405946	John Paul	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000405947	Kay Hopkins	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000405949	Melissa Crane	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000405950	Lori Groves	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000405952	Andrea Brunyer	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000405981	Holly Tanner	Network	Performance	None		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.21
INC000000406006	Terry MacFarlane	None	None	None		TIR Missed:	No	TIR:	0.18
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.46
INC000000406036	Alexander Johnson	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000406043	Kathy Hart	Network	Incident	Cisco AnyConnect VPN Client		TIR Missed:	No	TIR:	0.78
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.36
INC000000406051	Lara Rudloff	Application	Error	Utah Works		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	2.01
INC000000406056	Dusty Burchett	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	1.61
INC000000406060	Cory Casaril	Application	Error	Utah Works		TIR Missed:	Yes	TIR:	15.33
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	Yes	TTR:	15.33
INC000000406087	Cami Sandoval	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.29
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.29
INC000000406097	Connie Green	Network	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.78
INC000000406101	Lesnie Foster	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000406106	Nique Frasier	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000406110	Cynthia Barlow	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.31
	Metro A Desktop Support	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.95
INC000000406116	Rebecca Sangberg	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000406137	Kristy Callich	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000406143	Rebecca Farnsworth Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.42 1.42
INC000000406168	Sterling Marx Metro A Help Desk	Application Liz Evans	Password Workforce Services	DWS Intranet Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.26
INC000000406171	Jeremy Millsap Help Desk	Application Vicky Marrelli	Password Workforce Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406178	Roman Rubalcava Voice Operations	Telecom Romanza Hamblin	IP Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 0.87
INC000000406188	Agnes Lomu Metro A Desktop Support	None Mike Wilde	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.70
INC000000406191	Annamarie Collins Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406192	Lesnie Foster Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406200	J G Bronson Application Support - UWORKS	Application Eric Strong	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.19 13.31
INC000000406217	Connie Smith Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.59
INC000000406219	Rachelle Rypien-Walker Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406305	Kevin Burt Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406306	Kevin Burt Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406307	Debbie Sparks Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406308	Muris Prses Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406331	Joshua Hawkins Metro A Help Desk	Network Liz Evans	Error Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406340	Joshua Hawkins Metro A Desktop Support	Application Robert Wall	Password Workforce Services	Active Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.52
INC000000406343	Crystal Beck Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000406353	Lori Calvert Metro A Help Desk	Network Cindy Schroeder	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406368	Debbie Torres Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406391	Gabby Calero Metro A Help Desk	Application Cindy Schroeder	Password Workforce Services	State Payroll System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.55
INC000000406404	Lisa Henrie Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.80
INC000000406420	Lisa Henrie Metro A Help Desk	Application Liz Evans	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406426	Amy Lowe Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	11.49 11.49
INC000000406428	Agnes Lomu Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	11.48 11.48
INC000000406434	Dusty Burchett Metro B Desktop Support	None Michael Barth	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.73 6.08
INC000000406449	Andrea Cervantes-Camero Metro A Help Desk	Application Cindy Schroeder	Error Workforce Services	Content Manager Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406451	Barbara Larsen Metro A Help Desk	Application Cindy Schroeder	Reporting Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.15
INC000000406469	Mary Pannunzio Help Desk	Application James Stearns	Password Workforce Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.11
INC000000406480	Kelly Thornton Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000406501	Carla Navarro Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.57
INC000000406544	Jaimie Druk Application Support - CATS IV	None Robert Love	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.37 1.37
INC000000406545	Joyce Henline Metro B Desktop Support	PC/Laptop Matthew Blunk	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.33
INC000000406547	Dane Hanvey Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000406549	Jeana Bahr Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Microsoft Word Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03

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INC000000406633	Dan Vaughan	None	None	None		TIR Missed:	No	TIR:	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.20
INC000000406640	Lynnette McKee	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000406652	Tamie Turcasso	Application	Error	Utah Electronic Resource and E		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.53
INC000000406658	Pearl Le	Application	Error	Kofax ImageControls		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000406669	Danielle Wilson	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Metro B Desktop Support	Torri Randa	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.61
INC000000406683	Robin Parker	Application	None	Novell Messenger		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000406723	Christopher Yancey	Application	Error	Utah Master Directory		TIR Missed:	No	TIR:	0.71
	Application Support - Single Signon	Justin Miller	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.71
INC000000406725	Cookie Chappell	Telecom	Hardware	Telephone		TIR Missed:	No	TIR:	0.39
	Voice Operations	Britany Finlay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.55
INC000000406832	Charise Asleson	Application	Error	None		TIR Missed:	No	TIR:	0.34
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	High	Resolved	TTR Missed:	No	TTR:	0.34
INC000000406834	Ashley Baker	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000406835	Kalani Huber	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Application Support - EREP IA	Jennifer Maynes	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	
INC000000406847	Thomas Petersen	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000406853	Estefana Gutierrez	Application	Password	None		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000406894	Lonna G Wight	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.06
INC000000406988	Tuesdee Thomson	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000406990	Sharon Peake	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.02
INC000000406994	Dustin Townsend	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed:	No	TTR:	0.87

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INC000000407024	Kelly E Rees-Maw Application Support - UWORKS	Application Eric Strong	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.43 2.43
INC000000407063	Dimang Chao Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000407065	Dimang Chao Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.58
INC000000407068	Robert Chambers Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000407071	Mohamed Ahmed Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000407094	Tracie Williams Metro B Desktop Support	Application Wayne Higgs	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.79
INC000000407103	Carla Navarro Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000407110	Diana Clawson Application Support - EREP IA	Application Amberly Hoang	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.06
INC000000407129	Jana Nell Application Support - EREP IA	Application Amberly Hoang	Error Workforce Services	Utah Electronic Resource and E Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.19
INC000000407133	Dimang Chao Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000407170	Kaylee Ashdown Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.07
INC000000407258	Cassandra Pickle Metro A Help Desk	Network Ed Conrad	Password Workforce Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000407262	Lyn Frohlich Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000407266	Nancy Robison Metro A Desktop Support	Application Edward Fortner	Error Workforce Services	Finance Data Warehouse Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.07
INC000000407287	Kathy Martinez Metro A Help Desk	Network Ed Conrad	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.21
INC000000407312	Caralee C Crye Metro A Help Desk	PC/Laptop Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000407315	Leigh Page Metro B Desktop Support	Network Wayne Higgs	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 3.34

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As of 11/1/2011

Workforce Services

INC000000407320	Rebecca Banner	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.32
INC000000407325	Candace Rockwell	Telecom	None	None	TIR Missed: No	TIR: 0.38
	Metro B Help Desk	Val Shepherd	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.43
INC000000407328	Kathy Martinez	Network	Error	None	TIR Missed: No	TIR: 0.14
	Network Operations	Brian Chatwin	Workforce Services	Low Resolved	TTR Missed: No	TTR: 2.72
INC000000407341	Rebecca Curry	None	None	None	TIR Missed: No	TIR: 0.05
	Metro B Desktop Support	Wayne Higgs	Workforce Services	Low Resolved	TTR Missed: No	TTR: 2.94
INC000000407360	David Ashby	Application	None	None	TIR Missed: No	TIR: 0.13
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Resolved	TTR Missed: No	TTR: 2.41
INC000000407396	Merrill Black	Telecom	Call Management	Telephone	TIR Missed: No	TIR: 0.21
	Voice Engineering	Julie Johnson	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.71
INC000000407414	Mandy McKinnon	None	None	None	TIR Missed: No	TIR: 0.10
	Application Support - Content Man	Randall Ottesen	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.10
INC000000407454	Leigh Page	Network	Error	None	TIR Missed: No	TIR: 0.00
	Network Operations	Brian Chatwin	Workforce Services	Low Resolved	TTR Missed: No	TTR: 1.24
INC000000407485	Stacy Eastman	PC/Laptop	Password	None	TIR Missed: No	TIR: 0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000407568	Connie Smith	None	None	OpenOffice.org	TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Ross Owen	Workforce Services	Low Resolved	TTR Missed: No	TTR: 0.00